	Cinalo Bono	sting Tool														
Date	Single Repo	Entry # Region	POE District or Office Affected	POE	Other	Officer	on beha	If Phone # Lis	Welfare	Hazardous Materials	Diseases	Medical	CBSA	Details / Updates	Continuity Plan	Event Description
20/06/2017 08:07				Rainbow Bridge		MPC125		905-354-67		no	no	no	no	Jednis / Opudies		Flagpole Pilot Project Rainbow Bridge received a wave of clients "Flagpole Pilot Project Rainbow Bridge received a wave of clients "Flagpoling" at midnight. Currently 14 work permits, 8 landings and 6 refugee claims in que .
														MAP712 20/06/2017 10:55 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The facilitative workload presently consists of 14 requests for work permits and 6 landings. All of these cases are "flagpole" matters. Primary business includes 6 refugee claimants who are having their eligibility determined. The cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters while continuing to process the facilitation stream. The immigration wait time is not impacting the other areas of the operation at this time, but traffic volumes on the bridge are increasing. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. Clients are being differed from processing facilitative documents at this time. New cases that arrive will also be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandate of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for flagpole cases. **TPF120 21/06/2017 02:246** The wait time for service at the immigration secondary area at the Rainbow Bridge is now below 2 hours as of 2300 hrs. All Six claimants fall under an exception to the Safe Third Country Agreement and have been found eligible to have their claims referred to the Refugee Protection Division. This end the SRT		Immigration wait time has exceeded 2 hours.
20/06/2017 10:40	C100EC2C	1 Southern Ontario	Allower District	Rainbow Bridge		MAP712		905-354-14	40	no						
21/06/2017 16:52	\$1005675	1 Southern Ontario	Niaeara District	Rainbow Bridge		MAP712	DO.	905-354-14	40 no	no	ne	по	no.	**MAP712 21/06/2017 16:53** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The facilitative workload presently consists of 13 requests for work permits. All of these cases are "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 21/06/2017 20:41** The Immigration wait time is now under 2 hours, however our immigration BSOs are continuing to process the clients who are still in queue however we are still deferring new cases of flagpoles because our recourses are being allocated to the refugee claims as well as processing the current queue of clients. Focus is still being directed to our primary mandate of primary and secondary processing.	No	Immigration Wait Time Has Exceeded 2 Hours
22/06/2017 18:07				Rainbow Bridge		NXL230	no	905-354-67		no	no	no	no	**NXL230 22/06/2017 18:12** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 11 requests for work permits, 15 landings, 1 TRP. With the exception of the TRP, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our immigration volumes are decreased and we begin providing service for 'flagpole' cases. **NNL230 22/06/2017 23:35* * The wait time for service at the immigration secondary area at the Rainbow Bridge is now below 2 hours as of 2330hrs. This concludes this SRT	No	Immigration Wait Time has exceeded 2 hours

					1	1			**BJR000 27/06/2017 10:26** The wait time for service at the Immigration Counter at the	Immigration Counter Wait Time
									Rainbow Bridge has exceeded two hours. The workload presently consists of 7 refugee	minigration counter waterine
									claimants, 32 requests for work permits, and 21 landings. With the exception of the refugee	
									claimants, all other matters are of a liflagpolell nature. Immigration cases are being dealt	
									with using a risk-based triage system with attention being paid to high risk	
				1 1					cases/enforcement matters, while continuing to process the facilitation stream.	
									Management is actively engaged in monitoring the wait time, counselling clients, and	
									assigning priority to cases. We will process all clients who are in our queue, but new cases	
									that arrive will be deferred and allowed to proceed on their current status where applicable.	
									Clients are being counselled to apply online through IRCC for processing of facilitative	
									documentation. Traffic volumes are increasing and focus will be directed to our primary	
									mandates of primary and secondary processing. PIL processing is the priority and are	
									currently experiencing a 30 minute delay. This SRT will be updated once our Immigration	
									volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120	
									27/06/2017 18:15** We are currently servicing clients that arrived at 8:23 am this morning.	
									The workload presently consists of 9 refugee claimants, 15 requests for work permits, 9	
									landings, and 1 name hit. With the exception of the refugee claimants, the majority of all	
									matters are of a [flagpole] nature. Immigration cases are being dealt with using a risk-based	
									triage system with attention being paid to high risk cases/enforcement matters, while	
									continuing to process the facilitation stream. Management is actively engaged in monitoring	
									the wait time, counselling clients, and assigning priority to cases. We will process all clients	
									who are in our queue, but new cases that arrive will be deferred and allowed to proceed on	
									their current status where applicable. Clients are being counselled to apply online through	
									IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus	
									will be directed to our primary mandates of primary and secondary processing. PIL	
									processing is the priority and are currently experiencing a 20 minute delay. **BJR000 27/06/2017 20:52** The immigration wait is now under 2 hours. This concludes this SRT.	
27/06/2017 10:25 \$1005797	1 Southern Ontario Niagara District	Rainbow Bridge	BJR000 no	905-354-6754 no	no	no	no	no	27/00/2017 20:52 The immigration wait is now under 2 nours. This concludes this SKT.	
27/00/2017 10:25 51005757	2 Southern Oriento Magara Sistrice	nambow bridge	DSAGED INC	303 33 1 073 1 110	110	110		110	**BJR000 28/06/2017 10:24** The wait time for service at the Immigration Counter at the	Immigration Wait Time
									Rainbow Bridge has exceeded two hours. The workload presently consists of 7 Refugees at	minigration wait time
									the MD stage, 22 requests for work permits, 23 landings, 1 Visitor. With the exception of the	
									refugees, the remainder of these cases are facilitative "flagpole" matters. Immigration cases	
									are being dealt with using a risk-based triage system with attention being paid to high risk	
									cases/enforcement matters, while continuing to process the facilitation stream.	
									Management is actively engaged in monitoring the wait time, counselling clients, and	
									assigning priority to cases. We will process all clients who are in our queue, but new cases	
									that arrive will be deferred and allowed to proceed on their current status where applicable.	
									Clients are being counselled to apply online through IRCC for processing of facilitative	
									documentation. We are currently maintaining a zero border wait time, and PIL is the	
									priority. This SRT will be updated once our Immigration volumes are decreased and we begin	
									providing service for 'flagpole' cases. **BJR000 28/06/2017 12:25** After an assessment of	
									the workload faced by immigration secondary, a reduction in the number of cases to enable	
									a reasonable processing time was implemented. The wait time at immigration secondary still	
									exceeds two hours, however the work load consists of 7 refugees in the MD review, 6 work	
									permits, and 10 landings. With the exception of the refugee processing all are of a flag pole	
									nature. Clients have been counselled to apply through online through IRCC for facilitative	
									documentation. Primary processing is operational priority, and we are currently	
									experiencing a 20 minute border wait time. This SRT will be updated once the immigration	
						- 1			wait is under two hours. **BJR000 28/06/2017 20:36** The immigration wait time is now	
						- 1			under two hours. Immigration has processed a significant amount of work that was normal	
									port of entry business. This has included 2 section 44 reports, the MD review of 7 claimants	
									from the previous day, and two new claimants. Regular immigration business was placed as	
						- 1			the priority at secondary, which elongated the wait time for flag poling matters throughout	
									the day. Persons presenting themselves for non-flag poling matters were regularly processed	
									within service standards. This completes the SRT.	
28/06/2017 10:24 \$1005815	1 Southern Ontario Niagara District	Rainbow Bridge	BJR000 no	905-354-6754 no	l _{no}	no	l _{no}	l _{no}	Mo	
20/00/201/ 10:24 31005815	1 30uthern Ontario Iviagara District	valinom pringe	DJNOOU IIU	303-334-0734 110	110	110	110	110	**MJB003 29/06/2017 08:26** The wait time for service at the Immigration Counter at the	Immigration wait times
										miningration wait times
									Rainbow Bridge has exceeded two hours. The workload presently consists of 22 requests for	
						- 1			work permits, 23 landings. Immigration cases are being dealt with using a risk-based triage	
									system with attention being paid to high risk cases/enforcement matters, while continuing	
									to process the facilitation stream. Management is actively engaged in monitoring the wait	
1 1	1 1					- 1			time, counselling clients, and assigning priority to cases. We will process all clients who are	
		1 1	1 1 1						in our queue, but new cases that arrive will be deferred and allowed to proceed on their	
					1	I			current status where applicable. Clients are being counselled to apply online through IRCC	
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									for processing of facilitative documentation. We are currently maintaining a zero border	
									for processing of facilitative documentation. We are currently maintaining a zero border wait time, and PIL is the priority. This SRT will be updated once our Immigration volumes are	
									wait time, and PIL is the priority. This SRT will be updated once our Immigration volumes are	
									wait time, and PIL is the priority. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MJB003 29/06/2017	
									wait time, and PIL is the priority. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MJB003 29/06/2017 10:25** The immigration wait time is now under two hours. Immigration has processed a	
									wait time, and PIL is the priority. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MJB003 29/06/2017 10:25** The immigration wait time is now under two hours. Immigration has processed a significant amount of work that was normal port of entry business. Regular immigration	
									wait time, and PIL is the priority. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MJB003 29/06/2017 10:25** The immigration wait time is now under two hours. Immigration has processed a significant amount of work that was normal port of entry business. Regular immigration business was placed as the priority at secondary, which elongated the wait time for flag	
									wait time, and PIL is the priority. This SRT will be updated once our immigration volumes are decreased and we begin providing service for 'flagpole' cases. **NJB003 29/06/2017 10:25** The immigration wait time is now under two hours. Immigration has processed a significant amount of work that was normal port of entry business. Regular immigration business was placed as the priority at secondary, which elongated the wait time for flag poling matters throughout the day. Persons presenting themselves for non-flag poling	
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updated when the wait time is below two hours. **MAP712 11/07/2017 16:37** The			1	1						1	1		1	
			1	1						1	1	updated when the wait time is below two hours. **MAP712 11/07/2017 16:37** The	1	
Immigration wait time for service is now below two hours. This concludes the SRT.	4		1	1			1			1	1		1	
11/07/2017 08:26 \$1006112 1 Southern Ontario Niagara District Rainbow Bridge MAP712 no 905-354-1440 no no no no no no no n	11/07/2017 08:26	S1006112 1	Southern Ontario	Niagara District	Rainbow Bridge	MAP712 no	905-354-1440 no	lno	lno	Ino	lno	G	No	

					SCF700 12/07/2017 10:28 The wait time for service at the Rainbow Bridge Immigration secondary has again exceeded two hours. The workload consists of 25 flagpole cases and is combined by regular line of business activity being referred from the primary inspection line (name hits, background checks and other admissibility examinations). Immigration cases are being dealt with using a risk-based approach. Existing cases are being processed but new flagpole cases will be deferred or allowed to proceed on their existing status (where applicable). Clients are being counselled to apply online through IRCC for processing of facilitative documentation. A Superintendent is stationed at the counter and actively monitoring the Immigration Counter and speaking to clients. This SRT will be updated when the wait time is below two hours. **PFI20 12/07/2017 23:330** The Immigration wait time at Rainbow Bridge is now under 2 hours. This concludes this SRT	
12/07/2017 10:26 S1006134 13/07/2017 08:26 S1006158	Southern Ontario Niagara District Southern Ontario Niagara District	Rainbow Bridge SCF700 r		no no no	**SCF700 13/07/2017 08:28** The wait time for service at the Rainbow Bridge Immigration secondary has again exceeded two hours. The workload consists of 23 flagpole cases (18 work permits and 5 landings) and is combined by regular line of business activity being referred from the primary inspection line (name hits, background checks and other admissibility examinations). Immigration cases are being dealt with using a risk-based approach. Existing cases are being processed but new flagpole cases will be deferred or allowed to proceed on their existing status (where applicable). Clients are being counselled to apply online through IRCC for processing of facilitative documentation. A Superintendent is stationed at the counter and actively monitoring the immigration Counter and speaking to clients. This SRT will be updated when the wait time is below two hours. **TPF120 13/07/2017 18:33** The Immigration wait time at the Rainbow Bridge is now under 2 hrs. This concludes the SRT	Immigration Wait Time - Rainbow Bridge - Flagpole Mitigation Occurring
18/07/2017 09:12 \$1006286	1 Southern Ontario Niagara District	Rainbow Bridge LXH205 r		no no no	**LXH2D5 18/07/2017 09:13** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for work permits, 6 landings and one name hit. In addition, one refugee case is being processed. With the exception of the name hits, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing in other areas of the operation at this time, as anticipated traffic volumes on the bridge will require the maintaining of additional PIL lines, pedestrian walkway and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 18/07/2017 22:54** The wait time at the immigration counter is less than 2 hrs. SRT closed.	Immigration wait times exceeded two hours
18/07/2017 17:44 S1006297	1 Southern Ontario Niagara District	Rainbow Bridge JAD001 r	no 905-354-6754 no	no no no	**JAD001 18/07/2017 17:56** At 1745hrs a national made a claim for refugee protection at the Rainbow Bridge	National Claimant at Rainbow Bridge
19/07/2017 08:15 \$1006305	1 Southern Ontario Niagara District	Rainbow Bridge JAD001 r		no no no	**JAD001 19/07/2017 08:24** The wait time for service in immigration secondary at the Rainbow Bridge POE has exceeded two hours. This wait is due exclusively to facilitative flagpole cases who were waiting on the bridge deck. Port management has become aware that all individuals who are currently being processed had been waiting on the bridge deck since Sam (arriving at PIL at 7:45am). The earliest arrivals to queue up on the bridge deck arrived at 3:10am. It is not anticipated that flagpole cases will be accepted in the immediate future at this location - individuals are being counselled to apply for service through IRCC. Standard resources are being dedicated to immigration processing in order to maintain a balanced operation. One refugee claimant (from yesterday) is still being processed. **JAD001 19/07/2017 18:32** The wait time at the Rainbow Bridge port of entry for immigration service is below 2 hours. Due to the number of existing cases in the queue, flagpole mitigation efforts will continue and persons seeking service after flag poling will be advised to seek service through IRCC either online or by making an appointment wherever possible. This SEN is closed.	Flagpole Pilot Project - Immigration Secondary Mitigation - Wait Time >2 Hours

												DAW706 20/07/2017 08:09 The wait time for service in immigration secondary at the	Flagpole Pilot Project - Immigration Secondary Mitigation - Wait Time
												Rainbow Bridge POE has exceeded two hours. This wait is due exclusively to facilitative	>2 Hours
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												flagpole cases who were waiting on the bridge deck. Port management has become aware	
												that all individuals who are currently being processed had been waiting on the bridge deck	
												since 2:10am (arriving at PIL at 7:45am). The earliest arrivals to queue up on the bridge deck	
												arrived at 2:00am. It is not anticipated that flagpole cases will be accepted in the immediate	
												future at this location - individuals are being counselled to apply for service through IRCC.	
												Standard resources are being dedicated to immigration processing in order to maintain a	
												balanced operation **TPF120 20/07/2017 20:02** The current Immigration wait time is now	
20/07/2017 08:01	S1006334	1 Southern Ontario	Niagara District	Rainbow Bridge	DAW706 no	905-354-6754	no	no	no	no	no	under 2 hours. This concludes this SRT No	
												DAW706 25/07/2017 08:25 The wait time for service in immigration secondary at the	Flagpole Pilot Project - Immigration Secondary Mitigation - Wait Time
												Rainbow Bridge POE has exceeded two hours. This wait is due exclusively to facilitative	>2 Hours
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												flagpole cases who were waiting on the bridge deck. It is not anticipated that flagpole cases	
												will be accepted in the immediate future at this location - individuals are being counselled to	
												apply for service through IRCC. Standard resources are being dedicated to immigration	
25/07/2017 08:22	S1006437	1 Southern Ontario	Niagara District	Rainbow Bridge	DAW706 no	905-354-6754	no	no	no	no	no	processing in order to maintain a balanced operation No	
												DAW706 26/07/2017 08:07 The wait time for service in immigration secondary at the	Flagpole Pilot Project - Immigration Secondary Mitigation - Wait Time
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				l l			1					will be accepted in the immediate future at this location - individuals are being counselled to	
							1					apply for service through IRCC. Standard resources are being dedicated to immigration	
26/07/2017 08:05	\$1006465	1 Southern Ontario	Niagara District	Rainbow Bridge	DAW706 no	905-354-6754	lno	no	lno	lno	no	processing in order to maintain a balanced operation No	
	11000-105	2 Southern Oritano	gara pisaret	Trainbow bridge	5,,,,,,,	303 334-0/34	1.10	1		110			lanarianatian weit times a surred of true become
							1					**NXL230 27/07/2017 08:42** The wait time for service at the Immigration Counter at the	Immigration wait times exceeded two hours
	1					1	1	1				Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for	
							1					work permits, 10 landings and two name hits. With the exception of the name hits, the	
												remainder of these cases are facilitative "flagpole" matters. Immigration cases are being	
												dealt with using a risk-based triage system with attention being paid to high risk	
												cases/enforcement matters, while continuing to process the facilitation stream. The	
												immigration wait time is beginning to impact the staffing in other areas of the operation at	
												this time, as anticipated traffic volumes on the bridge will require the maintaining of	
												additional PIL lines, pedestrian walkway and Bus operations. Management is actively	
												engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We	
												will process all clients who are in our queue, but new cases that arrive will be deferred and	
												allowed to proceed on their current status where applicable. Clients are being counselled to	
												apply online through IRCC for processing of facilitative documentation. Traffic volumes are	
												increasing and focus will be directed to our primary mandates of primary and secondary	
												processing. This SRT will be updated once our Immigration volumes are decreased and we	
												begin providing service for 'flagpole' cases.	
27/07/2017 08:32	S1006486	1 Southern Ontario	Niagara District	Rainbow Bridge	NXL230 no	905-354-6754	no	no	no	no	no	No.	
												SCF700 01/08/2017 12:02 The wait time for service at the Rainbow Bridge Immigration	Immigration Wait Time - Rainbow Bridge - Flagpole Mitigation
												secondary has exceeded two hours. The workload consists of 14 flagpole cases (2 work	Occurring
												permits and 12 landings) and is combined by regular line of business activity being referred	
												from the primary inspection line (name hits, background checks and other admissibility	
												examinations). We also have one ongoing refugee case being processed by the examining	
			1				1		- 1	- 1			
	1						1	1				officer. Immigration cases are being dealt with using a risk-based approach. Existing cases	
	1						1	1				are being processed but new flagpole cases will be deferred or allowed to proceed on their	
	1						1	1				existing status (where applicable). Clients are being counselled to apply online through IRCC	
	1						1	1				for processing of facilitative documentation. A Superintendent is stationed at the counter	
							1					and actively monitoring the Immigration Counter and speaking to clients. Traffic on the	
1	1						1	1					
1	1						1	1				bridge is building as well as traffic on the pedestrian walk. This SRT will be updated when the	
				l l			1					wait time is below two hours. **SCF700 01/08/2017 19:42** The immigration wait time is	
							1					now under 2 hours. SRT closed.	
01/08/2017 11:56	S1006607	1 Southern Ontario	Niagara District	Rainbow Bridge	SCF700 no	905-354-6754	no	no	no	no	no	No	
, ,												**NXL230 02/08/2017 13:30** The wait time for service at the Rainbow Bridge Immigration	Immigration Wait Time - Rainbow Bridge - Flagpole Mitigation
				1			1						
1							1					secondary has exceeded two hours. The workload consists of 8 flagpole cases (6 work	Occurring
1	1						1	1				permits and 2 landings) and is combined by regular line of business activity being referred	
			1				1		- 1			from the primary inspection line totalling 15 (name hits, background checks and other	
1				l l			1					admissibility examinations). We also have two ongoing refugee case being processed by the	
			1				1		- 1				
				l l			1					examining officers. Immigration cases are being dealt with using a risk-based approach.	
							1					Existing cases are being processed but new flagpole cases will be deferred or allowed to	
				l l			1					proceed on their existing status (where applicable). Clients are being counselled to apply	
				l l			1					online through IRCC for processing of facilitative documentation. A Superintendent is	
				l l			1						
							1					stationed at the counter and actively monitoring the Immigration Counter and speaking to	
							1					clients. Traffic on the bridge is building as well as traffic on the pedestrian walk. This SRT will	
							1					be updated when the wait time is below two hours.	
02/08/2017 13:27	S1006635	1 Southern Ontario	Niagara District	Rainbow Bridge	NXL230 no	905-354-6754	no	no	no	no	no	l No	
, ,					- 1	1 3781						1	

								NXL230 08/08/2017 10:03 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 5 requests for work permits, 6 study permits, 10 landings and three name hits. With the exception of the name hits, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing in other areas of the operation at this time, as traffic volume on the bridge is requiring additional PL lines, pedestrian walkway and Bus operations has been higher than normal. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. "*TFFL20 08/08/2017 16:31** The current	Immigration wait times exceeded two hours
								Immigration wait time is now under 2 hrs. This concludes this SRT	
08/08/2017 09:56 \$1006769	1 Southern Ontario Niagara District	Rainbow Bridge	NXL230 no	905-354-6754 no no	no	no	no	No	
								JAD001 10/08/2017 12:01 The wait for service at the immigration secondary area at the Rainbow Bridge is presently above two hours. The wait is due exclusively to "flagpole" cases from this morning (seeking permaent residency or work permist), 7 refugee claimants, and an ongoing arrest for an outstanding immigration warrant. The wait time is being mitigating by enacting SOP's in place for immigration peak-period mitigation (i.e. allowing individuals into Canada on existing status or allowing entry for further examination). Existing and new non-flagpole cases are being risk-managed to allow a focus on security related cases.	Immigration Secondary Wait >2 hours at Rainbow Bridge
10/08/2017 11:48 S1006818	1 Southern Ontario Niagara District	Rainbow Bridge	JAD001 no	905-354-6754 no no	no	no	no	**BJR000 15/08/2017 08:58** The wait time for service at the Immigration Counter at the	Immigration Wait Time Exceeding 2 hours.
15/08/2017 08:54 S1006922	Southern Ontario Niagara District	Rainbow Bridge	BJR000 no	905-354-6754 no no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 2 requests for work permits, and 21 landings. All of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters when presented, while continuing to process the facilitation stream. There is currently limited traffic on the bridge, however this is anticipated to pick up later in the day. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes increase the focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our immigration volumes are decreased and we begin providing service for "flagpole' cases. **BJR000 15/08/2017 12:19** Immigration wait time is now under 2 hours. Flagpoles will again be accepted for processing. No	Immigration wait time has exceeded 2 hours. Currently 8 cases in
16/08/2017 10:20 S1006952	1 Southern Ontario Niagara District	Rainbow Bridge	HVM000 no	905-354-6754 no no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits/landings and 1 name hit. All but 1 of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters when presented, while continuing to process the facilitation stream. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. **LXH205 16/08/2017 23:31** The current wait time at the Immigration counter is now below 2 hours. This concludes the SRT.	queue with immigration staffing levels at a minimum, given traffic volumes and multiple refugee cases ongoing. Updates to follow.
22/08/2017 09:14 \$1007097	1 Southern Ontario Niagara District	Rainbow Bridge	DAW706 Ino	905-354-6754 no no	no	no	no	**DAW706 22/08/2017 09:17** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists 21 requests for work permits, 2 study permits and 5 landings. ther matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **LXH205 23/08/2017 01:39** The wait time at the Immigration counter is below 2 hours. This concludes the SRT.	Immigration Wait Time > 2 Hours - Rainbow Bridge

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29/08/2017 16:07 S1007292 1 Southern Ontario Niagara District Rainbow Bridge SCF700 no 905-354-6754 no				1					1				applicable. Clients are being counselled to apply online through IRCC for processing of	
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***NXL230 31/08/2017 08:20** The wait time for service at the Immigration Counter at the Rainbow Bridge has eaded and boxup Bridge has eaded and boxup Frime, workloow Bridge has eas are facilitative "flagpole" months. I and it is a flag of the service of the workloom Bridge has exceeded 2 hours of work permits, 15 landings and 15 Ludy Permit. All of the assess are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases, eligible risk cases, eligible risk exceeding the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply to prine through IRCC for urcrent status where facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and advance processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and advance processing of the pudated once our lamingration volumes are departed and allowed to program, service for "flagpole" cases.	29/08/2017 16:07 \$1007292	1 Southern Ontario	Niagara District	Rainbow Bridge	SCF700) no	905-354-6754	lno.	no	l _{no}	no	no	No.	
Rainbow Bridge has exceeded two hours. The workload presently confacilitative "flagpole" work permits, 15 andires and 15 study Permit. All of the dares are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/encement matters, while continuing to process the facilitative and the same primary and the process all clients process the facilitative and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to point proceed on their our queue, but new cases that arrive will be deferred and allowed to go on the control of the processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and advanced processing of primary and advanced primary and advanced processing of processing of primary and advanced processing of processing of processing and processing of processing of processing of processing and processing of processing and processing of processing and processing of processing processing and processing and processing and processing and processi	3,10,111. 10.07 51007232			- Driege	50,700		233 334 0734	1	F	- i	1	+	**NYL230.31/08/2017.08:20** The wait time for service at the Immigration Counter at the	Immigration Wait Time has exceeded 2 hours
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matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enterm. Management is actively engaged in montioring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and accordary processing. This SRT will be updated onne our Immigration volumes are degreesed and we volumes are lengther service for the updated onne our				1					1					
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primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		I I	1						1					
Immigration volumes are decreased and we begin providing service for 'flagpole' cases.														
31/08/2017 08:18 S1007315 1 Southern Ontario Niagara District Rainbow Bridge NXL230 no 905-354-6754 no														
21/no/snz no:ro 120milei nuitain magata nizarir magata nizarir													primary mandates of primary and secondary processing. This SRT will be updated once our	
	21/09/2017 09:19 \$1007015	1 Southarn Ontral	Mingara District	Painbow Pridge	NVI 33		DOE 254 6754			200			primary mandates of primary and secondary processing. This SRT will be updated once our	

05/09/2017 08:18 S1007408	1 Southern Ontario	Ningara District	Rainbow Bridge	HVM000 n		905-354-6754						**HVM000 05/09/2017 08:21** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 6 landings and 5 Study Permits. All of the cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for "flagpole' cases. **SCF700 05/09/2017 21:37** The wait time is less than two hours. SRT closed	No	Immigration wait time exceeds 2 hours
05/09/2017 08:18 \$1007408	1 Southern Ontario	Niagara District	Kainbow Bridge	HVIVIOUU II	10	905-354-6/54	no	no	no	no	no	**NXL230 06/09/2017 08:26** The wait time for service at the Immigration Counter at the	No	Immigration wait times exceeded two hours
												Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for landing, 4 work permit requests, 2 study permit requests and two name hits. With the exception of the name hits, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our immigration volumes are decreased and we begin providing service for "flagpole' cases." **BJR000 06/09/2017 10:01** The immigration wait time is now under 2 hours. We will now begin to accept flagpole applications within our operational capacity. Please consider this SRT now closed.		mining alon wait unes exceded two nous
06/09/2017 08:19 \$1007431	1 Southern Ontario	Niagara District	Rainbow Bridge	NXL230 n	10	905-354-6754	no	no	no	no	no	Sitt Not dissedi	No	
06/09/2017 17:01 \$1007444				BJR000 n								**BIROO 06/09/2017 17:05** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 6 requests for landing, 7 work permit requests, 2 study permit requests, 3 refugee claimants, and 1 other matter. The majority of these matters are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 06/09/2017 22:46** The wait time at the Immigration counter is less than 2 hours.		Immigration Wait Time
06/09/2017 17:01 \$1007444	1 Southern Ontario	Nagara District	Rainbow Bridge	взкооо п	10	905-354-6754	по	no	no	no	no	SRT closed.	NO	The contract of the contract o
07/09/2017 08:34 \$1007450	1 Southern Ontario	Niagara District I	Rainbow Bridge	DXW156 n	10	905-354-6754	no	no	no	no	no	**DXW156 07/09/2017 08:43** The wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 6 requests for landing and 7 work permit requests. All of these matters are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **DXW156 07/09/2017 14:03** The wait time at the Immigration counter is now below 2 hours and we have resumed processing of flag pole clients.	No	The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours.
5.,55,252, 65.54 5267456		ga. a Sistific	bw bridge	5,44130	-	555 554 5754	1		1	1	1	**DAW706 12/09/2017 08:26** Current staffing levels consist of 19 BSOs, and 5 BSOs are		Presently, the service wait time at the Immigration counter has
12/09/2017 08:13 \$1007541	1 Southern Ontario	Niagara District I	Rainbow Bridge	DAW706 n	10	905-354-6754	no	no	no	no	no	assigned to Immigration counter. No delay of traffic. No Network performance issues have been identified with GCMS. Superintendents are triaging waiting clients and fast tracking simple cases. Control measures are in place for subjects awaiting examination. Requests for Criminality Checks are being conducted by Secondary BSOs. **BIR000 12/09/2017 17:01** The wait time at Immigration secondary is now under 2 hours. We have resumed accepting flagpole applications, and will so until we reach our operational capacity. Please consider this SRT now closed. **DAW706 12/09/2017 18:00** Current immigration wait times are under 2 hours and are being processed as they arrive. SRT is closed.	No	exceeded 2 hours. There are currently 27 cases waiting to be processed. Current cases include 10 x landings, 11 x work permits and the 9 seeking study permits. Updates to follow.

												NXL230 19/09/2017 08:48 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for work permits, 15 landings. All of the cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high		Immigration Wait Time has exceeded 2 hours
												risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and		
												assigning priority to cases. We will process all clients who are in our queue, but new cases		
												that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative		
												documentation. As traffic volumes are increase and focus will be directed to our primary		
												mandates of primary and secondary processing. This SRT will be updated once our		
												Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **NXL230 19/09/2017 14:49** Immigration wait time is now below 2 hours. This SRT is		
19/09/2017 08:45 \$1007662	1 Southern Ontario	Niagara District	Rainbow Bridge	NXL230 no	0	905-354-6754	no	no	no	no	no	closed.	No	
												DXW156 20/09/2017 08:46 The wait time for service at the Immigration Counter at the		Immigration wait time has exceeded 2 hours.
												Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 12 landings and 3 study permits. All of the cases are facilitative "flagpole"		
												matters. Immigration cases are being dealt with using a risk-based triage system with		
												attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling		
												clients, and assigning priority to cases. We will process all clients who are in our queue, but	5	
												new cases that arrive will be deferred and allowed to proceed on their current status where		
												applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our		
												primary mandates of primary and secondary processing. This SRT will be updated once our		
												Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
												DXW156 20/09/2017 16:41 The Immigration wait time is now under two hours. Processing of "flag pole" clients has resumed.		
20/09/2017 08:44 \$1007688	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	0	905-354-6754	no	no	no	no	no		No	
												LXH205 21/09/2017 09:02 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for		Immigration wait time has exceeded 2 hours.
												work permits and 11 landings. All of the cases are facilitative "flagpole" matters.		
												Immigration cases are being dealt with using a risk-based triage system with attention being		
												paid to high risk cases/enforcement matters, while continuing to process the facilitation		
												stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new		
												cases that arrive will be deferred and allowed to proceed on their current status where		
												applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our		
												primary mandates of primary and secondary processing. This SRT will be updated once our		
												Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
21/09/2017 08:59 \$1007711	1 Southern Ontario	Niagara District	Rainbow Bridge	LXH205 no		905-354-6754	no	no	no	no	no	**JAD001 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is closed.	No	
23,00,000		- Transport of Transport	nama an anaga	5.1.255		505 551 5751			1	1		**HVM000 26/09/2017 08:04** The wait time for service at the Immigration Counter at the	1.0	Immigration wait time has exceeded 2 hours
												Rainbow Bridge has exceeded two hours. There are only four immigration trained BSOIs on		
												shift until noon. 3 separate refugee files are starting at the EO stage with an interpreter being arranged. The workload of flagpole cases currently in cue consists of 22 requests for		
												either work permits, landings and study permits. Immigration cases are being dealt with		
												using a risk-based triage system with attention being paid to high risk cases/enforcement		
												matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We		
												will process all clients who are in our queue, but new cases that arrive will be deferred and		
												allowed to proceed on their current status where applicable. Clients are being counselled to		
												apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary		
												processing. This SRT will be updated once our Immigration volumes are decreased and we		
												begin providing service for 'flagpole' cases. **BJR000 26/09/2017 19:51** The wait time at		
												the immigration counter is now under 2 hours. We have resumed receiving flagpole applications and will do so while operationally viable. This concludes this SRT.		
26/09/2017 07:55 \$1007798	1 Southern Ontario	Niagara District	Rainbow Bridge	HVM000 no	0	905-354-6754	no	no	no	no	no		No	
												MJB003 26/09/2017 08:51 nationals arrived via the pedestrian walk and made a refugee claim. Initial indication is that interpreter		national seeking refugee protection
												required. An EO will be assigned at 1000. we currently have 15 flagpole cases. Update to		
												follow **SCF700 26/09/2017 19:53** Upon further examination the claimants appear to be		
26/09/2017 08:46 \$1007800	1 Southern Ontario	Niagara District	Rainbow Bridge	MJB003 no		905-354-6754	no	no	no	no	no	SPT closed	No	
20/03/2017 00.40 [31007800]	TI SOUTHERN ON FULL	I Hugara District	nambow bridge	סטן כטטמנואון	<u> </u>	1-0/54	Lin	Tuo	Ino	Ino	Liio	SRT closed	Tuo	

													HVM000 27/09/2017 08:17 The wait time for service at the Immigration Counter at the		Immigration wait time has exceeded 2 hours.
													Rainbow Bridge has exceeded two hours. There are only five immigration trained BSOs on		
													shift for the day. The workload of flagpole cases currently in queue consists of 28 requests		
													for either work permits, landings or study permits. Immigration cases are being dealt with		
													using a risk-based triage system with attention being paid to high risk cases/enforcement		
													matters, while continuing to process the facilitation stream. Management is actively		
													engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We		
													will process all clients who are in our queue, but new cases that arrive will be deferred and		
													allowed to proceed on their current status where applicable. Clients are being counselled to		
													apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary		
													processing. This SRT will be updated once our Immigration volumes are decreased and we		
													begin providing service for 'flagpole' cases. **SCF700 27/09/2017 20:26** The wait time for		
27/09/2017 07:53	c1007920	1 Southern Ontario	Niagara District	Rainbow Bridge	HVM000	no	905-354-6754	200	no	no	no	no	service at the Immigration Counter is less than 2 hours. SRT closed.	Mo	
27/05/2017 07.55	31007820	1 30utiletti Ontario	Wagara District	Kallibow Bridge	HVIVIOUU	110	903-334-0734	110	110	110	110	110	**SCF700 28/09/2017 08:19** The wait time for service at the Immigration Counter at the	NO	Immigration wait time has exceeded 2 hours.
															Immigration wait time has exceeded 2 hours.
													Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue		
													consists of 29 requests for either work permits, landings or study permits. Immigration cases		
													are being dealt with using a risk-based triage system with attention being paid to high risk		
													cases/enforcement matters, while continuing to process the facilitation stream.		
													Management is actively engaged in monitoring the wait time, counselling clients, and		
													assigning priority to cases. We will process all clients who are in our queue, but new cases		
													that arrive will be deferred and allowed to proceed on their current status where applicable.		
													Clients are being counselled to apply online through IRCC for processing of facilitative		
													documentation. As traffic volumes are increase and focus will be directed to our primary		
													mandates of primary and secondary processing. This SRT will be updated once our		
													Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
28/09/2017 08:11	S1007842	1 Southern Ontario	Niagara District	Rainbow Bridge	SCF700	no	905-354-6754	no	no	no	no	no		No	
													HVM000 03/10/2017 08:06 The wait time for service at the Immigration Counter at the		Immigration wait time has exceeded 2 hours
													Rainbow Bridge has exceeded two hours. There are only five immigration trained BSOIs on		
													shift until noon. 2 separate refugee files (will both be starting at the		
													EO stage with an interpreter to be arranged for one file. The workload of flagpole		
													cases currently in cue consists of 16 requests for either work permits, landings or study		
													permits. Immigration cases are being dealt with using a risk-based triage system with		
													attention being paid to high risk cases/enforcement matters, while continuing to process the		
													facilitation stream. Management is actively engaged in monitoring the wait time, counselling		
													clients, and assigning priority to cases. We will process all clients who are in our queue, but		
													new cases that arrive will be deferred and allowed to proceed on their current status where		
													applicable. Clients are being counselled to apply online through IRCC for processing of		
													facilitative documentation. As traffic volumes are increase and focus will be directed to our		
													primary mandates of primary and secondary processing. This SRT will be updated once our		
													Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
													JAD001 03/10/2017 20:56 The immigration wait time in secondary at the Rainbow		
													Bridge has remained below 2 hrs for over an hour. Processing is continuing as normal,		
													including the accepting of flagpole cases. This SEN is closed.		
03/10/2017 08:05	S1007939	1 Southern Ontario	Niagara District	Rainbow Bridge	HVM000	no	905-354-6754	no	no	no	no	no	including the decepting of huggore cases. This servis closed.	No	
													SMS130 04/10/2017 08:40 The wait time for service at the Immigration Counter at the		Immigration wait time has exceeded 2 hours
													Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue	9	
									1				consists of 30 requests for either work permits, landings or study permits. Immigration cases		
									1				are being dealt with using a risk-based triage system with attention being paid to high risk		
													cases/enforcement matters, while continuing to process the facilitation stream.		
									1				Management is actively engaged in monitoring the wait time, counselling clients, and		
									1				assigning priority to cases. We will process all clients who are in our queue, but new cases		
													that arrive will be deferred and allowed to proceed on their current status where applicable.		
									1				Clients are being counselled to apply online through IRCC for processing of facilitative		
									1						
													documentation. As traffic volumes are increase and focus will be directed to our primary		
									1				mandates of primary and secondary processing. This SRT will be updated once our		
													Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
04/10/2017 08:35	\$1007065	1 Southern Ontario	Niagara District	Rainbow Bridge	SMS130	no	905-354-6754	no.	l _{no}	l _{no}	no	l _{no}	**DXW156 04/10/2017 15:02** The Immigration wait time is now below 2 hours. Processing	No	
04/10/201/ 00:35	21001303	TI SOUTHETH OHIGHO	I THOUGHT A DISTRICT	nambow bridge	PINIOTOR	110	203-334-0754	Liio	Ino	Lina	Ina	Lilo	of flag pole clients has resumed.	140	

												MPC125 05/10/2017 09:13 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. Currently there are only four immigration trained BSOIs on shift until 1000 hours, at which time reinforcements of two will arrive. Trained two	Immigration wait time has exceeded 2 hours
												more arriving noon. 1 refugee file no interpreter) will both be starting	
												at the EO stage. The workload of flagpole cases currently in cue consists of 24 requests for either work permits, landings or study permits. Immigration cases are being dealt with using	
												a risk-based triage system with attention being paid to high risk cases/enforcement matters,	
												while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process	
												all clients who are in our queue, but new cases that arrive will be deferred and allowed to	
												proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are	
												increase and focus will be directed to our primary mandates of primary and secondary	
												processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **MPC125 05/10/2017 18:08** All immigration	
												files have now been dealt with; there is no longer any wait time at the immigration counter	
05/10/2017 09:02 S1	007995	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	905-354-675	4 no	no	no	no	no	This SRT is now closed	lo lo
,,												**HVM000 10/10/2017 08:17** The wait time for service at the Immigration Counter at the	Immigration wait time has exceeded 2 hours.
												Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits.	
												Immigration cases are being dealt with using a risk-based triage system with attention being	
												paid to high risk cases/enforcement matters, while continuing to process the facilitation	
												stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new	
												cases that arrive will be deferred and allowed to proceed on their current status where	
												applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our	
												primary mandates of primary and secondary processing. This SRT will be updated once our	
												Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 10/10/2017 20:52** The wait time at the immigration counter is now within the	
10/10/2017 08:16 S1	008074	1 Southern Ontario	Niagara District	Rainbow Bridge	HVM000 no	905-354-675	4 no	no	no	no	no	service standard. This concludes the SRT.	lo lo
												HVM000 11/10/2017 08:13 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue	Immigration wait time has exceeded 2 hours
												consists of approximately 30 requests for either work permits, landings or study permits.	
												Immigration cases are being dealt with using a risk-based triage system with attention being	
												paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients,	
												and assigning priority to cases. We will process all clients who are in our queue, but new	
												cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of	
												facilitative documentation. As traffic volumes are increase and focus will be directed to our	
												primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
11/10/2017 08:12 S1	008098	1 Southern Ontario	Niagara District	Rainbow Bridge	HVM000 no	905-354-675	4 no	no	no	no	no	N	lo lo
												MPC125 12/10/2017 08:34 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. Currently there are only twelve immigration	Immigration wait time has exceeded 2 hours, as of 0815 hours
												trained BSOIs on shift until 1000 hours, at which time further reinforcements will arrive.	
												One immigration arrest for misrepresentation being processed. The workload of flagpole	
												cases currently in cue consists of 24 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with	
												attention being paid to high risk cases/enforcement matters, while continuing to process the	
												facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but	
												new cases that arrive will be deferred and allowed to proceed on their current status where	
												applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our	
												primary mandates of primary and secondary processing. This SRT will be updated once our	
												Immigration volumes are decreased and we begin providing service for 'flagpole' cases **BJR000 12/10/2017 10:19** The immigration wait time is now under 2 hours. Rainbow	
A												Bridge will now resume processing flagpole applications.	
12/10/2017 08:30 S1	008119	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	905-354-675	4 no	no	no	no	no	**SXD319 17/10/2017 15:00** The wait time for service at the Immigration Counter at the	lo Immigration Wait Time
												Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue	minigration waterine
												consists of approximately 20 requests for either work permits, landings or study permits.	
												Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation	
												stream. Management is actively engaged in monitoring the wait time, counselling clients,	
												and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where	
												applicable. Clients are being counselled to apply online through IRCC for processing of	
												facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our	
												Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
17/10/2017 14:50 S1	008229	1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319 no	905-354-675	4 no	no	no	no	no	N	lo

			1						1	_				L
				i I									**MJG124 24/10/2017 08:31** The wait time for service at the Immigration Counter at the	Immigration wait time has exceeded 2 hours.
													Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue	
													consists of approximately 30 requests for either work permits, landings or study permits.	
													Immigration cases are being dealt with using a risk-based triage system with attention being	
													paid to high risk cases/enforcement matters, while continuing to process the facilitation	
													stream. Management is actively engaged in monitoring the wait time, counselling clients,	
													and assigning priority to cases. We will process all clients who are in our queue, but new	
													cases that arrive will be deferred and allowed to proceed on their current status where	
													applicable. Clients are being counselled to apply online through IRCC for processing of	
													facilitative documentation. As traffic volumes increase our focus will be directed to our	
													primary mandates of primary and secondary processing. This SRT will be updated once our	
24/10/2017 08:16		و د ما ما ما	l.,,		MJG124	.	905-354-6	_					Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
24/10/2017 08:16	\$1008349	1 Southern Ontario	Niagara District	Rainbow Bridge	MJG124	no	905-354-6	54 no	no	no	no	no	NO NO	
													HVM000 25/10/2017 08:13 The wait time for service at the Immigration Counter at the	Immigration wait time has exceeded 2 hours
													Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue	
													consists of approximately 30 requests for either work permits, landings or study permits.	
													Immigration cases are being dealt with using a risk-based triage system with attention being	
													paid to high risk cases/enforcement matters, while continuing to process the facilitation	
													stream. Management is actively engaged in monitoring the wait time, counselling clients,	
													and assigning priority to cases. We will process all clients who are in our queue, but new	
													cases that arrive will be deferred and allowed to proceed on their current status where	
													applicable. Clients are being counselled to apply online through IRCC for processing of	
													facilitative documentation. As traffic volumes are increase and focus will be directed to our	
													primary mandates of primary and secondary processing. This SRT will be updated once our	
													Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
													HVM000 25/10/2017 17:58 Immigration wait times are below 2 hours. SRT Closed	
25/10/2017 00:12	C10002C0	1 5	Ninean District	Dainhau Daidea	HVM000	, l	905-354-6						THINIOUU 25/10/2017 17:58** Immigration wait times are below 2 nours. Skil Closed	
25/10/2017 08:12	21009368	1 Southern Ontario	INIABALA DISTLICT	Rainbow Bridge	HVIVIOUC	0 110	905-354-6	34 IIU	no	no	110	110	No	
													DXW156 26/10/2017 09:30 The current workload consists of 18 work permits and 8	The wait time for service at the Immigration Counter at the Rainbow
													landings. Immigration cases are being dealt with using a risk-based triage system with	Bridge has exceeded two hours.
													attention being paid to high risk cases/enforcement matters, while continuing to process the	
													facilitation stream. Management is actively engaged in monitoring the wait time, counselling	
													clients, and assigning priority to cases. We will process all clients who are in our queue, but	
													new cases that arrive will be deferred and allowed to proceed on their current status where	
													applicable. Clients are being counselled to apply online through IRCC for processing of	
													facilitative documentation. As traffic volumes increase focus will be directed to our primary	
													mandates of primary and secondary processing. This SRT will be updated once our	
													Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
													HVM000 26/10/2017 17:49 The immigration wait times are below two hours. SRT	
26/10/2017 09:01	S1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156	5 no				1	1	1		
							1905-354-6	54 Ino	Ino	Ino	Ino	Ino	I Closed I NO	
	I I			Rambow Bridge	DAWISC	5 110	905-354-6	54 no	no	no	no	no	Closed No **RIPOOD 21/10/2017 00:14** As of 00:00 hours the wait time for service at the Immigration	Immigration Wait Time Exceeding 2 hours
				Nambow Bridge	DXW130	5 110	905-354-6	54 no	no	no	no	no	**BJR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration	Immigration Wait Time Exceeding 2 hours
				Nambow Bridge	DAW130	S IIIO	905-354-6	54 no	no	no	no	no	**BJR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of	Immigration Wait Time Exceeding 2 hours
				Nambow Bridge	DAVIS	5 110	905-354-6	54 no	no	no	no	no	**BJR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole	Immigration Wait Time Exceeding 2 hours
				Nambow Bridge	DAWIJO		905-354-6	54 no	no	no	no	no	**BJR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of	Immigration Wait Time Exceeding 2 hours
				Nambow Bridge	DAWI30		905-354-6	54 no	no	no	no	no	**BJR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole	Immigration Wait Time Exceeding 2 hours
				Nambow Bridge	DAW130		905-354-6	54 no	no	no	no	no	**BJR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the	Immigration Wait Time Exceeding 2 hours
				nambow unige	DAW130		905-354-6	54 no	no	no	no	no	**BJR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas	Immigration Wait Time Exceeding 2 hours
				nambow unige	DAWLE		905-354-6	54 NO	no	no	no	no	**BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining	Immigration Wait Time Exceeding 2 hours
				nambow ornge	DAVID		905-354-6	54 no	no	no	no	no	**BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring	Immigration Wait Time Exceeding 2 hours
				nambow druge	DAVIS		905-354-6	54 10	no	no	no	no	**BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients	Immigration Wait Time Exceeding 2 hours
				Tallibow orage	DAWLIC		905-354-6	54 10	no	no	no	no	**BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on	Immigration Wait Time Exceeding 2 hours
				namow uruge	DAVIS		905-354-6	54 10	no	no	no	no	**BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through	Immigration Wait Time Exceeding 2 hours
				namow uruge	DAWIS.	5 110	905-354-6	54 10	no	no	no	no	**BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on	Immigration Wait Time Exceeding 2 hours
				numbow uruge	DAWLE		905-354-6	54 10	no	no	no	no	**BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through	Immigration Wait Time Exceeding 2 hours
				Tuniow urage	DAW 13.C	5 110	905-354-6	54 10	no	no	no	no	**BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will	Immigration Wait Time Exceeding 2 hours
				Tallibow Uruge	DAVID		905-354-6	54 10	no	no	no	no	**BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for	Immigration Wait Time Exceeding 2 hours
				Tulinow uruge	DAVID		905-354-6	54 10	no	no	no	no	**BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BIR000 31/10/2017 13:33** Wait time at the immigration counter is now	Immigration Wait Time Exceeding 2 hours
				Tallibow Uruge	DAW J.C.		905-354-6	94 Ino	no	no	no	no	**BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.' *BJR000 31/10/2017 13:33** Wait time at the immigration counter is now under two hours. We have resumed accepting flagpole applications. Please consider this SRT	Immigration Wait Time Exceeding 2 hours
									no	no	no	no	**BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BIR000 31/10/2017 13:33** Wait time at the immigration counter is now	Immigration Wait Time Exceeding 2 hours
31/10/2017 09:07	51008494	1 Southern Ontario		Rainbow Bridge	ВЈЯООО		905-354-6		no	no	no	no	**BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BIROO3 11/10/2017 13:33** Wait time at the immigration counter is now under two hours. We have resumed accepting flagpole applications. Please consider this SRT now closed.	
31/10/2017 09:07	51008494	1 Southern Ontario							no	по	no	no	**BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration walt time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BIR000 31/10/2017 13:33** Wait time at the immigration counter is now under two hours. We have resumed accepting flagpole applications. Please consider this SRT now closed. **BIR000 01/11/2017 08:00** The wait time for service at the Immigration Counter at the	Immigration Wait Time Exceeding 2 hours
31/10/2017 09:07	\$1008494	1 Southern Ontario							no	no	no	no	**BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BIROO3 11/10/2017 13:33** Wait time at the immigration counter is now under two hours. We have resumed accepting flagpole applications. Please consider this SRT now closed.	
31/10/2017 09:07	\$1008494	1 Southern Ontario							по	no	no	no	**BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration walt time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BIR000 31/10/2017 13:33** Wait time at the immigration counter is now under two hours. We have resumed accepting flagpole applications. Please consider this SRT now closed. **BIR000 01/11/2017 08:00** The wait time for service at the Immigration Counter at the	
31/10/2017 09:07	51008494	1 Southern Ontario							no	no	no	no	**BJR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR003 11/10/2017 13:33** Wait time at the immigration counter is now under two hours. We have resumed accepting flagpole applications. Please consider this SRT now closed. **BJR000 01/11/2017 08:00** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 15 landings, and 2 No Visa. With the exception of the No Visas, the remainder	
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02/11/2017 08:49 \$1008539	1 Southern Ontario Nia	agara District R	tainbow Bridge	HVM000 no	905-354-6754	no	no	no	no	no	closed No	
											SXD319 09/11/2017 09:04 The wait time for service at the Immigration Counter at the	Immigration Wait Time has exceeded two hours
											Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 15 requests for either work permits, landings or study permits. We	
											are also processing one Refugee claimant thru the A23/TRIPC stream. Immigration cases are	
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											Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
09/11/2017 08:56 \$1008659	1 Southern Ontario Nia	agara Dietrict	tainbow Bridge	SXD319 no	905-354-6754	no	no	no	no	no	**SXD319 09/11/2017 11:14** This SRT is closed. Flagpoles are being accepted. The	
03/11/201/ 00:30 31000039	1 Journal Olitario Nic	agara District R	ambow bridge	270212 110	303-334-0/34				1,10	110	Immigration wait time has decreased No	Immigration Wait Time Exceeding 2 Hours
											Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for	
											work permits, 12 landings, 3 VR and 2 Study Permits. All matter are of a liftagpolell mater.	
											Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation	
											stream. Management is actively engaged in monitoring the wait time, counselling clients,	
											and assigning priority to cases. We will process all clients who are in our queue, but new	
											cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of	
											facilitative documentation. This SRT will be updated once our Immigration volumes are	
											decreased and we begin providing service for 'flagpole' cases.	
05/12/2017 12:59 \$1009021	1 Southern Ontario Nia	agara District Ri	tainbow Bridge	BJR000 no	905-354-6754	no	no	no	no	no	**LXH205 07/12/2017 15:09** Client was a flagpole from	Refugee Claimant
											This SRT is now closed.	
07/12/2017 14:44 \$1009060	1 Southern Ontario Nia	agara District R	tainbow Bridge	LXH205 no	905-354-6754	no	no	no	no	no	No No	
											MJG124 27/12/2017 13:44 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue	Immigration wait time has exceeded two hours.
											consists of approximately 30 requests for either work permits, landings or study permits.	
											Immigration cases are being dealt with using a risk-based triage system with attention being	
											paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients,	
											and assigning priority to cases. We will process all clients who are in our queue, but new	
											cases that arrive will be deferred and allowed to proceed on their current status where	
											applicable. Clients are being counselled to apply online through IRCC for processing of	
											facilitative documentation. This SRT will be updated once the Immigration wait time has decreased below two hours. **MJG124 27/12/2017 18:32** The wait time for service at the	
											Immigration Counter at the Rainbow Bridge is now below two hours. This SRT is now closed.	
27/12/2017 13:20 S1009414	1 Southern Ontario Nia	agara District R	tainbow Bridge	MJG124 no	905-354-6754	no	no	no	no	no	No **MPC125 28/12/2017 17:14** The wait time for service at the Immigration Counter at the	Immigration wait times have over-1-1-2 have
											Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue	Immigration wait times have exceeded 2 hours
											consists of approximately 27 requests for either work permits, landings or study permits.	
											Immigration cases are being dealt with using a risk-based triage system with attention being	
											paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients,	
											and assigning priority to cases. We will process all clients who are in our queue, but new	
											cases that arrive will be deferred and allowed to proceed on their current status where	
											applicable. Clients are being counselled to apply online through IRCC for processing of	
1 1 1			1									
28/12/2017 17:08 S1009439	1 Southern Ontario Nia	agara District R	tainbow Bridge	MPC125 no	905-354-2377	no	no	no	no	no	facilitative documentation. This SRT will be updated once the Immigration wait time has decreased below two hours.	

										BXE706 23/01/2018 09:06 Current workload consists of: 12 work permit applications 12		***The current wait to process immigration documents at Rainbow
										confirmation of permanent resident applications 1 study permit applications Currently there	1	Bridge has exceeded 2 hours***
										are 5 BSO's scheduled to process the applications while managing all risk clients		
										encountered during normal POE operations. Flagpole applications are now closed at		
										Rainbow Bridge, that decision will be revisited as workloads decrease. Updates to follow BE		
										14027 **BXE706 23/01/2018 13:22** The wait times are now under 2 hours and flagpole		
23/01/2018 09:02	c1000000	1 Southern Ontario Niagara District	Rainbow Bridge	BXE706 no	905-354-6754 no		200	no.	no	applications are anticipated to resume at approximately 14:00 hours. This SRT is now closed. BE 14027	No	
23/01/2018 09.02	31003633	1 Southern Ontario Nagara District	Kallibow Bridge	BAE706 III	903-334-6734 110	110	110	110	110		140	
										MYS768 30/01/2018 08:59 Immigration flagpoles have reached a wait that is exceeding		Immigration flagpole wait time
										2 hrs. The current workload consists of 18 landings, 10 work permits and 2 visitor records.		
										SRT will be updated as the situation changes. **MYS768 30/01/2018 10:51** We are		
30/01/2018 08:52	S1010004	1 Southern Ontario Niagara District	Rainbow Bridge	MYS768 no	905-354-6754 no	no	no	no	no	accepting flagpoles again. Should this change the SRT will be updated.	No	
										SCF700 06/02/2018 08:27 The wait time for service at the Immigration Counter at the		The immigration wait time at Rainbow Bridge has exceeded 2 hours
										Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue		
										consists of 30 requests for work permits and landings. Immigration cases are being dealt		
										with using a risk-based triage system with attention being paid to high risk		
										cases/enforcement matters, while continuing to process the facilitation stream.		
										Management is actively engaged in monitoring the wait time, counselling clients, and		
										assigning priority to cases. We will process all clients who are in our queue, but new cases		
						1			1	that arrive will be deferred and allowed to proceed on their current status where applicable.	1	
1	1 1					1		- 1	1	Clients are being counselled to apply online through IRCC for processing of facilitative		
								- 1		documentation. This SRT will be updated once our Immigration volumes are decreased and		
	1 1					1		- 1	1	we begin providing service for 'flagpole' cases. **SCF700 06/02/2018 10:26** The	1	
06/02/2018 08:19	S1010130	1 Southern Ontario Niagara District	Rainbow Bridge	SCF700 no	905-354-6754 no	lno	lno	no	no	immigration wait time is now less than 2 hours. SRT closed.	No	
/02/2020 00:25		- Inagara statio	Transcer Strage	25.755	355 557 575 110	1		1	1	**BJR000 13/02/2018 14:31** The wait time for service at the Immigration Counter at the	1	Immigration Wait
								- 1				minigration Walt
								- 1		Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for		
						1			1	work permits, 14 landings, 2 study permits, and 6 visitor records. All matter are of a flagpole	1	
										nature. Immigration cases are being dealt with using a risk-based triage system with		
										attention being paid to high risk cases/enforcement matters, while continuing to process the	1	
										facilitation stream. Management is actively engaged in monitoring the wait time, counselling	1	
										clients, and assigning priority to cases. We will process all clients who are in our queue, but		
											1	
										new cases that arrive will be deferred and allowed to proceed on their current status where		
										applicable. Clients are being counselled to apply online through IRCC for processing of		
										facilitative documentation. This SRT will be updated once our Immigration volumes are		
										decreased and we begin providing service for 'flagpole' cases. Currently we are experiencing		
										no wait time, and PIL will remain the priority. **BJR000 13/02/2018 19:03** The wait time		
										at immigration counter is now under two hours. We have resumed accepting flagpole		
										application, and will do so while operationally able. Please consider this SRT now closed.	1	
13/02/2018 14:30	S1010218	1 Southern Ontario Niagara District	Rainbow Bridge	BJR000 no	905-354-6754 no	no	no	no	no		No	
,,										**SXD319 15/02/2018 10:03** The wait time for service at the Immigration counter at		Immigration Wait
										Rainbow Bridge has exceeded two hours. All matters are of a flagpole nature. The workload	1	Thining Callott Water
										presently consists of 8 work permits, 15 landings and 2 visitor records. Management is		
										actively engaged in monitoring the wait time, counselling clients, and assigning priority to		
										cases. We will process all clients who are in our queue, but new cases that arrive will be	1	
										deferred and allowed to proceed on their current status where applicable. Clients are being	1	
										counselled to apply online through IRCC for processing of facilitative documentation. This		
										SRT will be updated once our Immigration volumes are decreased and we begin providing		
										service for 'flagpole' cases **BJM126 15/02/2018 14:13** Wait time at the Immigration		
15/02/2018 09:58	1010254	1 Southern Ontario Niagara District	Painha Balalaa	SXD319 no	905-354-6754 no					counter is now under two hours. We are now accepting flagpole cases.	l _{Mo}	
13/02/2018 09:58	31010254	1 Journern Ontario Niagara District	Rainbow Bridge	2VD2TA U0	905-354-b/54 NO	no	no	no	no		INO	
						1		- 1	1	**LXH205 06/03/2018 09:09** The wait time for service at the Immigration counter at the		Immigration wait time has exceeded 2 hours
								- 1		Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for		
1								- 1		work permits, 15 landings, and one Immigration fraud case. All available Immigration staff is		
1								- 1		being directed to assist with processing. Clients are being counselled to apply online through		
						1		- 1	1	IRCC for processing of facilitative documentation. This SRT will be updated once our		
1						1		- 1	1	Immigration volumes decreased and service for 'flagpole' cases resumes. **LXH205		
								- 1				
06/03/2018 08:58	C1010E37	1 Southern Ontario Niagara District	Dainhair Datalas	LXH205 no	905-354-6754 no					06/03/2018 10:42** The Immigration wait time is now under 2 hours. Processing of flagpole	No.	
06/03/2018 08:58	2101023	1 Southern Ontario Niagara District	Rainbow Bridge	LXHZUS NO	905-354-6/54 no	no	по	no	no	cases has resumed. The SRT is now closed.	INO	
						1		- 1	1	**LXH205 13/03/2018 12:21** The wait time for service at the Immigration counter at the		Immigration wait time has exceeded two hours
						1		- 1	1	Rainbow Bridge has exceeded two hours. The workload presently consists of 24 work		
								- 1		permits, and 7 landings. Two clients have made a claim for refugee protection and have		
								- 1		been assigned an EO. All available Immigration staff is being directed to assist with		
								- 1		processing. Clients are being counselled to apply online through IRCC for processing of		
								- 1				
13/03/2018 12:15	61010644	1 Southern Optonio Nil District	Dainhau Dalala	LXH205 no	905-354-6754 no					facilitative documentation. This SRT will be updated once our Immigration volumes	No	
15/03/2018 12:15	31010641	1 Southern Ontario Niagara District	Rainbow Bridge	LXHZU5 NO	905-354-6754 100	110	no	no	no	decreased and service for 'flagpole' cases resumes.	INO	
								- 1		**SXD319 20/03/2018 10:52** The wait time at the Immigration counter at Rainbow Bridge		Immigration Wait time has exceeded two hours
1			1			1		- 1	1	has exceeded two hours. All available immigration staff is being directed to assist with		
								- 1		processing. Clients are being counselled to apply online through IRCC for processing of		
								- 1		facilitative documentation. The SRT will be updated once Immigration volumes decrease and		
20/03/2018 10:47	S1010747	1 Southern Ontario Niagara District	Rainbow Bridge	SXD319 no	905-354-6754 no	no	lno	lno	no	service for 'flagpoles' cases resumes.	No	

						BXE706 03/04/2018 13:39 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of: *8 request for work permits *12 criminality *3 no temporary resident visas *1 case for MD review Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SRE706.03/04/2018 18.45** **There is no longer a wait time for	The wait time at the Immigration counter at the Rainbow Bridge has exceeded 2 hours.
						immigration counter and flagpoles are once again open. This SRT is now closed. BE 14027	
03/04/2018 13:36 \$1010955	1 Southern Ontario Niagara District	Rainbow Bridge BXE706	no 905-354-6754	no no	no no no	<u> </u>	No
19/04/2018 14:41	1 Southern Ontario Niagara District	Rainbow Bridge BJR000	no 905-354-6754	no no	no no no	**BJR000 19/04/2018 14:41** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 4 requests for work permits, 7 landings, 3 other matters, and 2 separate refugee claimants. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 19/04/2018 17:18** The wait time for immigration is now under two hours. We have resumed the processing of flag poling requests. Please consider the SRT now closed.	Immigration Wait Time Exceeds Two Hours
24/04/2018 14:15 \$1011253	Southern Ontario Niagara District	Rainbow Bridge JDS002	no 905-354-6754	no no	no no no	**JDS002 24/04/2018 14:17** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our immigration volumes are decreased and we begin providing service for 'flagpole' cases.	Immigration Wait Time Exceeds Two Hours
01/05/2018 09:51 \$1011356	Southern Ontario Niagara District	Rainbow Bridge SXD319			no no no	**SXD319 01/05/2018 10:05 ** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk enforcement cases/matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for flagpole cases. Currently we are experiencing no wait time and PIL will remain the priority **LXH205 01/05/2018 15:07 ** The wait time at the Immigration counter is now below 2 hours. Flagpoles have resumed. This SRT is closed.	Immigration Wait Time exceeds 2 hours
08/05/2018 08:43 \$1011472	1 Southern Ontario Niagara District	Rainbow Bridge MPC12	5 no 905-354-6754	no no	no no no	**MPC125 08/05/2018 08:47** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 22 requests for work permits, all andings. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MPC125 08/05/2018 12:25** The wait time at the immigration counter is now under two hours, therefore we have resumed accepting flagpoles. This SRT is now closed	Flag Pole Closed

10/05/2018 11:55 \$1011511	1 Southern Ontario Niagara District	Rainbow Bridge	SCF700 no	905-354-6754 no	no	no	по	no	**SCF700 10/05/2018 11:58** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for work permits, 8 landings, and 5 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 10/05/2018 20:10** immigration wait time is now less than 2 hours. SRT is closed.	No	Immigration Wait Time Exceeds Two Hours
15/05/2018 12:58 S1011580	1 Southern Ontario Niagara District	Rainbow Bridge	MYS768 no	905-354-6754 no	no	no	no	no	**MYS768 15/05/2018 13:09** The immigration wait time has exceeded 4 hours. We currently have 2 BSO's working on 7 refugees (2 cases). 1 BSO is assigned to immigration enforcement (44 report). There are 13 work permits, 4 landings, 2 visitor records, 2 study permits and 1 other currently waiting. 4 BSOs are assigned to the immigration counter. Updates will follow. **8JR000 15/05/2018 16:25** The immigration wait time is now under two hours. We have resumed accepting flagpole applications. Please consider this SRT now closed.	No	Immigration wait times are exceeding 2 hours
17/05/2018 11:46 \$1011624	1 Southern Ontario Niagara District	Rainbow Bridge	SXD319 no	905-354-6754 no	no	no	no	no	**SXD319 17/05/2018 11:57** The Immigration wait time is in excess of two hours. Flagpoles are no longer being accepted. There are currently 9 Post grad work permits and 5 Landings in queue. Two S44 reports are currently being written. At noon there will be 6 PIL lines open and there will be 5 BSO's scheduled to work the Immigration counter. SRT will be updated accordingly	No	Immigration Wait Times exceed 2 hours
22/05/2018 10:08 \$1011706	1 Southern Ontario Niagara District	Rainbow Bridge	BXE706 no	905-354-6754 no	no	no	no	no	**BXE706 22/05/2018 10:10** GCMS is currently not working. Updates to tollow. **BXE706 22/05/2018 10:30** This concludes the SRT. BE 14027 **SXM786 22/05/2018 10:48** **SCF700 22/05/2018 10:59** **SCF700 22/05/2018 15:01** SRT closed.	No	
									SCF700 22/05/2018 11:24 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for work permits, 7 landings, 1 study permit and 2 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. GCMS is currently down and we are unable to		Immigration Wait Time Exceeds Two Hours
22/05/2018 11:21 \$1011708	1 Southern Ontario Niagara District	Rainbow Bridge	SCF700 no	905-354-6754 no	no	NO NO	no	no	process the flagpole cases that are already in queue. **BXE706 23/05/2018 09:05** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for work permits, 4 landings, 9 allowed to withdraw cases and 2 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BXE706 23/05/2018 10:30**	No	Wait time at the Immigration counter has exceeded 2 hours
23/05/2018 09:03 \$1011732	1 Southern Ontario Niagara District	Rainbow Bridge	BXE706 no	905-354-6754 no	no	no	no	no	**BXE706 23/05/2018 11:20* **BXE706 23/05/2018 15:29** The wait time is currently under 2 hours. This SRT is now closed. BE 14027 **CJP129 24/05/2018 06:44** Conclusion II On May 24, 2018, the Immigration, Refugees and Citizenship Canada (IRCC) reported at 0541 ET,	No	

								T		1	Ι	I	**BXE706 23/05/2018 16:17** The wait time for service at the Immigration Counter at the		Immigration wait time has exceeded 2 hours
													Rainbow Bridge has exceeded two hours. The workload presently consists of 5 requests for		The state of the s
													work permits, 9 landings,3 other matters and a refugee claimant Immigration cases are		
													being dealt with using a risk-based triage system with attention being paid to high risk		
													cases/enforcement matters, while continuing to process the facilitation stream.		
													Management is actively engaged in monitoring the wait time, counselling clients, and		
													assigning priority to cases. We will process all clients who are in our queue, but new cases		
													that arrive will be deferred and allowed to proceed on their current status where applicable.		
													Clients are being counselled to apply online through IRCC for processing of facilitative		
													documentation. Focus will be directed to our primary mandates of primary and secondary		
													processing. This SRT will be updated once our Immigration volumes are decreased and we		
													begin providing service for 'flagpole' cases. GCMS is currently operational but is not		
													performing at normal speed so it is slowing processing times. **SCF700 23/05/2018 17:44**		
													The wait time at the immigration counter is now less than 2 hrs. We are now accepting		
23/05/2018 16:15	S1011742	1 Southern Ontario	Niagara District	Rainbow Bridge	BXE706	no	905-354-6754	no	no	no	no	no	flagpoles. SRT closed.	No	
\\													**SCF700 29/05/2018 08:37** The wait time for service at the Immigration Counter at the		Immigration Wait Time Exceeds Two Hours
													Rainbow Bridge has exceeded two hours. The workload presently consists of 24 requests for		
													work permits,11 landings and 2 other matters. Immigration cases are being dealt with using		
													a risk-based triage system with attention being paid to high risk cases/enforcement matters,		
													while continuing to process the facilitation stream. Management is actively engaged in		
													monitoring the wait time, counselling clients, and assigning priority to cases. We will process		
													all clients who are in our queue, but new cases that arrive will be deferred and allowed to		
													proceed on their current status where applicable. Clients are being counselled to apply		
													online through IRCC for processing of facilitative documentation. Focus will be directed to		
													our primary mandates of primary and secondary processing. This SRT will be updated once		
													our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
													SCF700 29/05/2018 17:23 The wait time for service at the Immigration Counter is now		
29/05/2018 08:26	S1011837	1 Southern Ontario	Niagara District	Rainbow Bridge	SCF700	no l	905-354-6754	no	no	no	no	no	less than 2 hours. We are now accepting new flagpole applications. SRT closed	No	
			9										**TPF120 29/05/2018 22:15** The wait time for service at the Immigration Counter at the		Immigration Wait Time Exceeds Two Hours
													Rainbow Bridge has now reached two hours. The workload presently consists of 9 requests		
													for work permits, 5 landings, 1 MD review in process and 1 other matter. We currently have		
													no border wait time and 3 BSO assigned to the Immigration counter. One primary line was		
													closed and the BSO was reassigned to assist at the Immigration counter. Immigration cases		
													are being dealt with using a risk-based triage system with attention being paid to high risk		
													cases/enforcement matters, while continuing to process the facilitation stream.		
													Management is actively engaged in monitoring the wait time, counselling clients, and		
(4)													assigning priority to cases. We will process all clients who are in our queue, but new cases		
													that arrive will be deferred and allowed to proceed on their current status where applicable.		
													Clients are being counselled to apply online through IRCC for processing of facilitative		
	l												documentation. This SRT will not be updated. Flagpole process will resume in the morning as		
29/05/2018 22:07	\$1011854	1 Southern Ontario	Niagara District	Rainbow Bridge	TPF120	no	905-354-6754	no	no	no	no	no	scheduled. SRT closed.	No	
													MPC125 31/05/2018 12:26 As of 1200 hours flagpoling has been closed. The wait time		Immigration processing times (flag poling)
													for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The		
								1			1	1	workload of flagpole cases currently in queue consists of approximately 24 requests for		
													either work permits, landings or study permits. There is also 1 refugee case (3 family		
													members),1 EO assigned to the case, which appears to be eligible for TRIPC. Immigration		
													cases are being dealt with using a risk-based triage system with attention being paid to high		
													risk cases/enforcement matters, while continuing to process the facilitation stream.		
													Management is actively engaged in monitoring the wait time, counselling clients, and		
													assigning priority to cases. We will process all clients who are in our queue, but new cases		
													that arrive will be deferred and allowed to proceed on their current status where applicable.		
								1			1	1	Clients are being counselled to apply online through IRCC for processing of facilitative		
													documentation. As traffic volumes are increase and focus will be directed to our primary		
													mandates of primary and secondary processing. This SRT will be updated once our		
													Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
								1			1	1	**TXP178 31/05/2018 16:55** As of 1630 hours flagpoling has been closed. The wait time		
								1			1	1	for service at the Immigration Counter at the Peace Bridge has exceeded three hours. All		
								1			1	1			
													immigration terminals are staffed. Processing times have been severely impacted by the		
													GCMS program operating at extremely slow speeds. No border wait time to report with		
													respect to vehicle processing times. **BJR000 31/05/2018 17:15** The wait time at		
31/05/2018 12:16	S1011880	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125		905-354-6754	l _{no}	no	l _{no}	l _{no}	l _{no}	immigration is now under 2 hours. We have resumed accepting flagpole applications. Please	No	
31/03/2010 12:10	21011000	1 300thern Ontario	iviagai a District	Manibow Bridge	INITC125	10	203-334-0734	Liio	Ino	Ino	Ino	Tuo	consider this SRT now closed.	140	

												TPF120 31/05/2018 20:18 Presently, the service wait time at the Immigration counter is		Immigration Wait Time Exceeds Two Hours at Rainbow Bridge
												over 2 hours. There are currently 15 cases waiting to be processed. The clientele is as		Intimigration wait time exceeds two floars at Nambow Bridge
												follows: 6 clients seeking work permits 5 clients seeking post grad work permits 1 clients		
												landing 1 visitor record 2 immigration secondary Current staffing levels consist of 15 BSOs,		
												and 2 BSOs are assigned to immigration counter. No Network performance issues have been		
												identified with GCMS. Mitigation Measures: Superintendents are triaging waiting clients and		
												fast tracking simple cases. We have been assigning a Control measures are in place for		
												subjects awaiting examination. Requests for Criminality Checks are being conducted by		
												Secondary BSOs. Chief Scott is the senior officerlls on site and is monitoring the situation.		
												Impact: Yes Impact Summary: -Large number of clients waits in buildingOfficers tasked		
												with ensuring that no clients leave until they have been processedSecondary area is filling		
												up with immigration client's vehicles **TPF120 31/05/2018 23:43** Flagpole processing will		
							.					resume on Tuesday morning as scheduled. SRT closed.		
31/05/2018 20:10	S1011887	1 Southern Ontario	Niagara District	Rainbow Bridge	TPF120 n	o 905-354-675	4 no	no	no	no	no		No	
												TPF120 05/06/2018 09:10 Presently, the processing wait time at the Immigration		Immigration processing wait time exceeds two hours at Rainbow Bridge
												counter is now over 2 hours. There are currently 28 cases waiting to be processed. The		
												clientele is as follows: 19 clients seeking post grad work permits 4 clients seeking work		
												permits 4 clients seeking landings 1 Immigration secondary Current staffing levels consist of		
												18 BSOs, and 6 BSOs are assigned to Immigration counter.		
	1 1											Mitigation Measures: Superintendents		
	1 1													
												are triaging waiting clients and fast tracking simple cases. We have been assigning a Control		
												measures are in place for subjects awaiting examination. Requests for Criminality Checks are		
												being conducted by Secondary BSOs. Chief Hall is the senior officer(s on site and is		
												monitoring the situation. Impact: Yes Impact Summary: -Large number of clients waits in		
												buildingOfficers tasked with ensuring that no clients leave until they have been processed		
												Secondary area is filling up with immigration client's vehicles **TPF120 05/06/2018 12:13**		
												Current Immigration wait time is now under 2 hours and flagpole processing has now		
05/06/2018 09:06	S1011955	1 Southern Ontario	Niagara District	Rainbow Bridge	TPF120 n	o 905-354-675	4 no	no	no	no	no	resumed. SRT closed	No	
												BJR000 07/06/2018 16:47 The wait time for service at the Immigration Counter at the		Immigration Wait Time Exceeds 2 Hours
												Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for		
												work permits, 5 landings, 1 Study Permit, 9 Refugee Cases and 10 other matters.		
												Immigration cases are being dealt with using a risk-based triage system with attention being		
												paid to high risk cases/enforcement matters, while continuing to process the facilitation		
												stream. The immigration wait time is beginning to impact the staffing other areas of the		
												operation at this time, as traffic volumes on the bridge are requiring the maintaining of		
												additional PIL lines and Bus operations. Management is actively engaged in monitoring the		
												wait time, counselling clients, and assigning priority to cases. We will process all clients who		
												are in our queue, but new cases that arrive will be deferred and allowed to proceed on their		
												current status where applicable. Clients are being counselled to apply online through IRCC		
												for processing of facilitative documentation. Traffic volumes are increasing and focus will be		
	1 1											directed to our primary mandates of primary and secondary processing. This SRT will be		
	1 1													
07/06/2018 16:42	S1011004	1 Southern Ontario	Niagara District	Rainbow Bridge	BJR000 n	o 905-354-675	1 100	no	no	no	no	updated once our Immigration volumes are decreased and we begin providing service for	No	
07/00/2018 16:42	31011334	1 Journelli Olitalio	I VI agai a DISUICE	remoon pridge	DJKUUU II	0 303-334-6/3	110	110	110	110	110	'flagpole' cases.	NO	luminostico materiare has anno del 2 hanna
												JEM711 12/06/2018 08:32 The wait time for service at the Immigration Counter at the		Immigration wait time has exceeded 2 hours.
												Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue		
	1 1											consists of approximately 35 requests for either work permits, landings or study permits, and		
	1 1											one refugee. Immigration cases are being dealt with using a risk-based triage system with		
	1 1											attention being paid to high risk cases/enforcement matters, while continuing to process the		
	1 1											facilitation stream. Management is actively engaged in monitoring the wait time, counselling		
	1 1											clients, and assigning priority to cases. We will process all clients who are in our queue, but		
	1 1											new cases that arrive will be deferred and allowed to proceed on their current status where		
	1 1													
	1 1											applicable. Clients are being counselled to apply online through IRCC for processing of		
1	1 1					1 1						facilitative documentation. As traffic volumes are increase and focus will be directed to our		
												primary mandates of primary and secondary processing. This SRT will be updated once our		
12/06/2018 08:28		1 Southern Ontario		Rainbow Bridge	JEM711 n	o 905-354-675				no		primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		

												BXE706 13/06/2018 13:11 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 applications for work permits, 5 landings, 1 TRP, 3 applications for pre approved work permits, 1	The wait time at the Immigration counter has exceeded 2 hours.
												application for a post grad work permit and 1 criminality case. With the exception of the TRP	
												and the criminality case, the remainder of these cases are facilitative "flagpole" matters.	
												Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation	
												stream. The immigration wait time is beginning to impact the staffing other areas of the	
												operation at this time, as traffic volumes on the bridge are requiring the maintaining of	
												additional PIL lines and Bus operations. Management is actively engaged in monitoring the	
												wait time, counselling clients, and assigning priority to cases. We will process all clients who	
												are in our queue, but new cases that arrive will be deferred and allowed to proceed on their	
												current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be	
												directed to our primary mandates of primary and secondary processing. This SRT will be	
												updated once our Immigration volumes are decreased and we begin providing service for	
												'flagpole' cases. **BXE706 13/06/2018 20:57** The current wait time is now below 2 hours	
												and flagpole applications are being accepted again. This concludes this SRT. BE 14027	
13/06/2018 13:10 \$1012096	1 Southern Ontario Ni	iagara District	Rainbow Bridge	BXE706 no	909	5-354-6754	no	no	no	no	no	No	
												JEM711 14/06/2018 08:07 The wait time for service at the Immigration Counter at the	Immigration wait time has exceeded 2 hours.
												Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue	
												consists of approximately 7 work permits, 5 landings, and 15 post graduate work permits.	
												Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation	
												stream. Management is actively engaged in monitoring the wait time, counselling clients,	
												and assigning priority to cases. We will process all clients who are in our queue, but new	
												cases that arrive will be deferred and allowed to proceed on their current status where	
												applicable. Clients are being counselled to apply online through IRCC for processing of	
												facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our	
												Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
												BXE706 14/06/2018 21:17 The wait time has been diminished and flagpole applications	
14/06/2018 08:04 S1012111	1 Southern Ontario Ni	iagara District	Rainbow Bridge	JEM711 no	90	5-354-6754	no	no	no	no	no	are now open again. SRT concluded. BE 14027 No	
												MPC125 19/06/2018 08:12 The wait time for service at the Immigration Counter at the	Immigration wait times exceeds two hours at the Rainbow Bridge
												Rainbow Bridge has exceeded two hours. The workload presently consists of 22 requests for	
												work permits, 8 landings and 1 refugees Immigration cases are being dealt with using a risk- based triage system with attention being paid to high risk cases/enforcement matters, while	
												continuing to process the facilitation stream. Management is actively engaged in monitoring	
												the wait time, counselling clients, and assigning priority to cases. We will process all clients	
												who are in our queue, but new cases that arrive will be deferred and allowed to proceed on	
												their current status where applicable. Clients are being counselled to apply online through	
												IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
												MPC125 19/06/2018 10:30 immigration wait times have subsided at the Immigration	
												Counter, Rainbow Bridge has resumed accepting 'flagpole application' **MPC125	
												19/06/2018 11:54** Once again the wait time for service has exceeded 2 hours a the	
												Rainbow Bridge, flag poles are now closed. The work load presently is as follows: 6 work	
												permits, 4 visitor records, 5 landings, 5 refugees, 1 detention and 4 other non-flag pole	
												related immigration issues. Updates to follow **BXE706 19/06/2018 16:13** The wait time is currently under 2 hours and we are accepting flagpole applications. BE 14027	
19/06/2018 08:06 S1012183	1 Southern Ontario Ni	iagara District	Rainbow Bridge	MPC125 no	909	5-354-6754	no	no	no	no	no	No	
						П						**DXW156 26/06/2018 08:45** The wait time at the Immigration counter has exceeded two	The wait time at the Immigration Counter has exceeded two hours.
												hours. The current backlog consists of 26 work permits, 4 visitor records and 1 Landing. All of	
												which are flag poles. SRT to be updated when current backlog has been cleared. **DXW156 26/06/2018 14:26** Flagpole backlog has now been cleared and the immigration wait time	
26/06/2018 08:41 \$1012302	1 Southern Ontario Ni	iagara District	Rainbow Bridge	DXW156 no	909	5-354-6754	no	no	no	no	no	is now below 2 hours. We have resumed accepting flagpole cases.	
												SXT316 27/06/2018 08:51 The current wait time at the immigration counter is now	Immigration wait exceeding 2 hours.
												exceeding two hours. The clients currently waiting for service are those who have	
												"flagpoled" for the purpose of having documents issued. They consist of 10 Landings and 20	
												Work Permits. Processing of further flagpole cases have been ceased until the clients awaiting service have been processed. Updates will be provided as needed. **SCF700	
												27/06/2018 13:13** The wait time for service at the immigration counter is now less than 2	
27/06/2018 08:45 S1012319	1 Southern Ontario Ni	iagara District	Rainbow Bridge	SXT316 no	90	5-354-6754	no	no	no	no	no	hours. We are now accepting flagpole cases.	
												DXW156 28/06/2018 08:55 The Immigration wait time has exceeded 2 hours. The	Immigration Wait time has exceeded 2 hours
												current workload consists of 25 work permits, 2 landings and 1 study permit. All cases are	
												flagpole in nature. SRT to be updated once above backlog has been cleared. **SCF700 28/06/2018 12:28** The wait time is now less than 2 hours. We are now accepting new	
28/06/2018 08:52 \$1012344	1 Southern Ontario Ni	iagara District	Rainbow Bridge	DXW156 no	909	5-354-6754	no	no	no	no	no	flagpole cases.	
										1	1	**SXD319 03/07/2018 20:17** Wait times at the Immigration counter have exceeded two	Flagpoles are closed at Rainbow Bridge
												hours. Staffing levels have dropped significantly heading into the night shift. Other POE's	
												have been contacted but are unable to provide assistance. Based on cases in queue and staff	
03/07/2018 19:59 \$1012440	1 Southern Ontario Ni	iagara District	Rainbow Bridge	SXD319 no	000	5-354-6754	00	l _{no}	l _{no}	l _{no}	l _{no}	availability it is anticipated that we will not resume accepting flagpoles until 0800 hrs tomorrow morning. This concludes this SRT. No updates will follow No	
03/07/2010 13:33 31012440	1 30uthern Ontario Ni	iagai a District	remous stuge	סוון בדכחיכן	1 90:	J-JJ4-0/J4	IU	Ino	Liio	Tiio	Ino	Tromorrow morning. This concludes this SkT. No updates will follow	

												LXH205 04/07/2018 10:12 The wait time for service at the Immigration Counter has		Immigration wait time has exceeded 2 hours
												exceeded two hours. The workload presently consists of 18 requests for work permits, 6		
												landings and 1 examination. Clients are being counselled to apply online through IRCC for		
												processing of facilitative documentation. This SRT will be updated when we are able to		
												resume service for 'flagpole' cases. **TPF120 04/07/2018 21:49** The wait time is now less		
04/07/2018 10:06	S1012447	1 Southern Ontari	o Niagara District	Rainbow Bridge	LXH205 no	905-354-6754	no l	no no	o n	0	no	than 2 hours. We are now accepting new flagpole cases. This concludes this SRT	lo	
												MJG124 05/07/2018 08:34 Presently, the service wait time at the Immigration counter		Presently, the service wait time at the Immigration counter is over 2
												is over 2 hours. There are currently 26 cases waiting to be processed. The clientele is as		hours.
												follows: 4 clients seeking work permits 16 clients seeking post grad work permits 6 clients		
												seeking landings 1 client seeking visitor record 27 Immigration secondary Current staffing		
												levels consist of 15 BSOs, and 4 BSOs are assigned to Immigration counter. No Network		
												performance issues have been identified with GCMS. Mitigation Measures: Superintendents		
												are triaging waiting clients and fast tracking simple cases. Control measures are in place for		
												subjects awaiting examination. Requests for Criminality Checks are being conducted by		
												Secondary BSOs. Chief Scott is the senior officer s on site and is monitoring the situation.		
												Impact: Yes Impact Summary: -Large number of clients waits in buildingOfficers tasked		
												with ensuring that no clients leave until they have been processedSecondary area is filling		
												up with immigration client's vehicles **MJG124 05/07/2018 11:17** The wait time is now		
												less than 2 hours. We are now accepting new flagpole cases. This concludes this SRT **BJR000 05/07/2018 14:55** Presently the service wait time is greater than two hours.		
												There are currently 22 cases waiting to be processed: Work Permits - 12 Landings - 4 Study		
												Permits - 2 Section 44 Report - 1 Other Matters - 3 Current staffing levels consist of 28 BSO's		
												and 4 assigned to Immigration functions. Mitigation Measures: Superintendents are triaging		
												waiting clients and fast tracking simple cases. Control measures are in place for subjects		
												awaiting examination. Requests for Criminality Checks are being conducted by Secondary		
05 (07 (2040 00 20		4		8-1-1	LAUGADA	005 254 6754		l				BSOs. Chief Scott is the senior officer s on site and is monitoring the situation.		
05/07/2018 08:26	51012461	. 1 Southern Ontari	o Niagara District	Rainbow Bridge	MJG124 no	905-354-6754	no i	no no	o n	0	no	N	10	
												MJG124 10/07/2018 08:52 The wait time for service at the Immigration Counter at the		Immigration wait time has exceeded two hours.
												Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue		
												consists of approximately 39 requests for either work permits, landings or study permits.		
												Immigration cases are being dealt with using a risk-based triage system with attention being		
												paid to high risk cases/enforcement matters, while continuing to process the facilitation		
												stream. Management is actively engaged in monitoring the wait time, counselling clients,		
												and assigning priority to cases. We will process all clients who are in our queue, but new		
												cases that arrive will be deferred and allowed to proceed on their current status where		
												applicable. Clients are being counselled to apply online through IRCC for processing of		
												facilitative documentation. As traffic volumes increase, the focus will be directed to our		
												primary mandates of primary and secondary processing. This SRT will be updated once our		
												Immigration volumes decrease and we begin providing service for 'flagpole' cases. **TPF120		
												10/07/2018 21:15** The wait time is now less than 2 hours. We are now accepting new		
10/07/2018 08:46	S1012586	1 Southern Ontari	o Niagara District	Rainbow Bridge	MJG124 no	905-354-6754	no i	no no	o n	0	no	flagpole cases. This concludes this SRT	lo	
												MPC125 11/07/2018 08:22 The wait time for service at the Immigration Counter at the		Immigration wait times in excess of 2 hours
												Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for		
												work permits, 8 landings. In addition there is also one refugee case, that appears at this time		
												to be ineligible. Immigration cases are being dealt with using a risk-based triage system with		
												attention being paid to high risk cases/enforcement matters, while continuing to process the		
1												facilitation stream. Management is actively engaged in monitoring the wait time, counselling		
	1								- 1			clients, and assigning priority to cases. We will process all clients who are in our queue, but		
1	1								- 1			new cases that arrive will be deferred and allowed to proceed on their current status where		
												applicable. Clients are being counselled to apply online through IRCC for processing of		
									- 1			facilitative documentation. This SRT will be updated once our Immigration volumes are		
11/07/2018 08:19	\$1012604	1 Southern Ontari	o Niagara District	Rainbow Bridge	MPC125 no	905-354-6754	_{no}	no	, l_	0	lno.	decreased and we begin providing service for 'flagpole' cases.	lo.	
11/0//2010 08:15	31012004	1 Southern Ontari	o ividgala District	rainbow bridge	IVIPC125 IIIU	905-554-6/54	110	no no	, In	0	110	**DIDOO 12/07/2019 09.45** The weit time for a set of the least and a contract of the	10	Immeleration Wint Time French 2 University
									- 1			**BJR000 12/07/2018 08:45** The wait time for service at the Immigration Counter at the		Immigration Wiat Time Exceeds 2 Hours
1	1										1	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for		
												work permits, 7 landings, 5 Refugee Claimants and 3 other matters. Immigration cases are		
1												being dealt with using a risk-based triage system with attention being paid to high risk		
1	1											cases/enforcement matters, while continuing to process the facilitation stream.		
1												Management is actively engaged in monitoring the wait time, counselling clients, and		
1												assigning priority to cases. We will process all clients who are in our queue, but new cases		
1									- 1			that arrive will be deferred and allowed to proceed on their current status where applicable.		
	1											Clients are being counselled to apply online through IRCC for processing of facilitative		
												documentation. Traffic volumes are increasing and focus will be directed to our primary		
												mandates of primary and secondary processing. This SRT will be updated once our		
	1											Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
	1											**BJR000 12/07/2018 10:59** The immigration wait time is now under two hours. We have		
									- L			resumed accepting flagpole applications. Please consider this SRT now closed.		
12/07/2018 08:43	S1012623	1 Southern Ontari	o Niagara District	Rainbow Bridge	BJR000 no	905-354-6754	no I.	no Ino	, l _n	0	no	N.	lo	
,,	10-01-020	_ = ==utilicin ontain	- 1		55555 110	1555554 11			- "	_	1	The state of the s		1

										BJR000 17/07/2018 11:50 At this time the wait time at the immigration counter now exceeds two hours. Currently the work consists of 17 Work Permits, 2 Confirmation of Permanent Residence, 1 Study Permit, and 5 other non-flag pole related matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 17/07/2018 15:42** Wait times at the Immigration Counter are now under 2 hours. We have resumed accepting flag pole		Immigration Wait Time Exceeds 2 Hours
17/07/2018 11:35 S1012713	1 Southern Ontario Nia	ngara District Rainbow E	Bridge BJR000	no 905-	354-6754 no	no	no	no	no	applications. Please consider this SRT now closed.	No	
18/07/2018 12:26 51012735	1 Southern Ontario Nia	agara District Rainbow (Bridge BJR000	no 905-	354-6754 no	no	no	no	no	**BIR000 18/07/2018 12:29** At this time the wait time at the immigration counter now exceeds two hours. Currently the work consists of 8 Work Permits, 5 Confirmation of Permanent Residence, 1 Study Permit, 2 Refugee Claimants and 4 other non-flag pole related matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Wait Time Exceeds 2 Hours
19/07/2018 12:26 S1012749	1 Southern Ontario Nic	sgara District Rainbow I	Bridge BXE706	no 905-	354-6754 no	no	no	по	no	**BXE706 19/07/2018 12:27** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 17 requests for work permits, 6 landings, 5 persons without TRV's and 4 name hits. These cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the walit time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BXE706 19/07/2018 20:29** Flagpoles have reopened and normal processing has resumed. This concludes the SRT BE 14027	No	Flagpoles are now closed at Rainbow Bridge as the wait time has exceeded 2 hours.
24/07/2018 08:27 \$1012823	1 Southern Ontario Nia	agara District Rainbow I	Bridge MPC125	no 905-	354-6754 no	no	no	no	no	**MPC125 24/07/2018 08:30** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for work permits, 4 landings and 3 Study Permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for "flagpole' cases. **MPC125 24/07/2018 12:26** Flagpoles are once again being accepted, Immigration times have decreased to under 2 hours	No	Immigration Secondary times exceed 2 hours
						100				**SRW000 26/07/2018 08:49** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for work permits, 9 landings, and 1 refugee. Current staffing levels consist of 13 BSOs, and 4 accommodated BSOs are assigned to Immigration counter, Mitigation Measures: Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SRW000 26/07/2018 16:05** There is no longer a wait time at immigration. SRT is now considered closed.		Immigration wait time exceeds 2 hours
26/07/2018 08:47 S1012853	1 Southern Ontario Nia	ngara District Rainbow E	Bridge SRW000	no 905-	354-6757 no	no	no	no	no		No	
31/07/2018 12:26 \$1012948	1 Southern Ontario Nic	ngara District Rainbow t	Bridge SXT316	no 905-	354-6754 no	no	no	no	no	**SXT316 31/07/2018 12:33** The wait time for processing at the Immigration Counter has exceeded 2hrs. Cases contributing to the wait include: 16 Work Permits 2 Study Permits 10 Landings 2 Name Hits 1 44 report There are currently 3 Officers scheduled to the Immigration Counter. All clients looking to "flagpole" have been advised that we are not able to process at this time. When the wait time diminishes, we will reassess our capacity to process those cases. **BXE706 01/08/2018 00:25** The last applications are being processed and the flagpoling has closed for the night. No updates required. Be 14027	No	Immigration wait time has exceeded 2 hours.

												SXD319 14/08/2018 09:12 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 work permits, 5 Landings, 2 Visitor records, 2 Study permits, 2 pre-approved documents and a client without a TRV. Additionally, we have 2 people seeking Refugee Protection and an examination of a client with possible serious criminality. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream.		Flagpoles closed at Rainbow Bridge
14/08/2018 09:11 \$1013195	1 Southern Ontario	Ningara Dietriet	Rainbow Bridge	SXD319 no	905	i-354-6754 r	20	no.		200	no	Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and	No	
27 to 222 to 3 a 222 223	2 South Ortano	The state of the s	Toniow orage	3003.5	300	334 0134						we resume accepting 'flagpole' cases. **MPC125 15/08/2018 12:45** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 3 landings, 3study permits, 1 visitor record, 7 refugees and 12 various other immigration cases. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration		Immigration wait times have exceeded 2 hours
												volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120 15/08/2018 22:53** The wait immigration wait time is now under two hours. This concludes		
21/08/2018 08:18 S1013347			Rainbow Bridge	MPC125 no		-354-6754 r		no	по	no	no	this SRT **XD319 21/08/2018 08:22** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 14 work permits and 7 Landings, Additionally, we have 3 people seeking Refugee Protection. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we resume accepting 'flagpole' cases. **SXD319 21/08/2018 11:26** The wait time for service at the Immigration counter at the Rainbow Bridge has now fallen below two hours and we have resumed accepting Flagpoles No further updates to follow. This SRT is concluded **BJR000 23/08/2018 17:20** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for work permits, 6 refugee claimants, 2 persons under IRPA arrest, 2 landings, 2 study permits, 1 visitor record, 2 name hits, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement	No .	Flagpole Processing Closed at Rainbow Bridge Immigration Wait Time Exceeds 2 Hours
23/08/2018 17:16 51013388	1 Southern Ontario	Niagara District	Rainbow Bridge	BJR000 no	909	i-354-6754 г	no	no	no	no	no	matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once the wait time is under 2 hours. **BXE706 23/08/2018 20:31** The current caseload at the Immigration counter consists of 14 applications. Given the volume of work and the time remaining on shift, flagpoles are not anticipated to re-open today. Flagpoles will resume at 8:00am on Tuesday August 28th. This concludes the SRT BE 14027	No	
28/08/2018 08:28 \$1013472	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	900	-354-6754 г г	10	no	no	no	no	**MPC125 28/08/2018 08:33** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in cue consists of 20 requests for work permits, 10 landings 3 visitor records. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **TPF120 28/08/2018 19:50** Immigration wait time is now below 2 hours. Flagpole processing has resumed. SRT closed.	No	Flag Poles Closed

											BXE706 29/08/2018 08:42 The wait time for service at the Immigration Counter at the	Flagpole applications are no longer being accepted at the Rainbow POE
											Rainbow Bridge has exceeded two hours. The workload presently consists of 9 work permit	
											applications, 15 post grad work permit applications, 1 study permit, 11 landings, 1 pre-	
											approved work permit, 4 without VISA's and 1 TRP request. With the exception of the TRP,	
											the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being	
											dealt with using a risk-based triage system with attention being paid to high risk	
											cases/enforcement matters, while continuing to process the facilitation stream. The	
											immigration wait time is beginning to impact the staffing other areas of the operation at this	
											time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines	
											and Bus operations. Management is actively engaged in monitoring the wait time,	
											counselling clients, and assigning priority to cases. We will process all clients who are in our	
											queue, but new cases that arrive will be deferred and allowed to proceed on their current	
											status where applicable. Clients are being counselled to apply online through IRCC for	
											processing of facilitative documentation. Traffic volumes are increasing and focus will be	
											directed to our primary mandates of primary and secondary processing. This SRT will be	
											updated once our Immigration volumes are decreased and we begin providing service for	
4											'flagpole' cases. **BJR000 29/08/2018 21:17** Immigration wait time is now under 2 hours.	
											We have resumed accepting flagpole applications.	
29/08/2018 08:39	S1013486	1 Southern Ontario	Niagara District	Rainbow Bridge	BXE706 no	905-354-6754	no no	no	no	no	No	
											SXP317 30/08/2018 08:31 Presently, the processing wait time at the Immigration	Immigration Wait Time Exceeds Two Hours
											counter is now over 2 hours. There are currently 28 cases waiting to be processed. The	
							- 1					
											clientele is as follows: 15 clients seeking post grad work permits 7 clients seeking landings 1	
											study permit 3 visitor record 2 refugee claimants Current staffing levels consist of 13 BSOs,	
											and 3 BSOs are assigned to Immigration counter Mitigation Measures: Superintendents are	
											triaging waiting clients and fast tracking simple cases. We have been assigning a Control	
											measures are in place for subjects awaiting examination. Requests for Criminality Checks are	
											being conducted by Secondary BSOs. **BXE706 30/08/2018 14:36** The backlog has been	
											cleared and we are again accepting flagpole applications at Rainbow. BE 14027	
30/08/2018 08:21	\$1013506	1 Southern Ontario	Niagara District	Rainbow Bridge	SXP317 no	905-354-6754	no no	no	no	no	No	
											BXE706 30/08/2018 17:24 The wait time for service at the Immigration Counter at the	Flagpoles are closed at Rainbow Bridge
											Rainbow Bridge has exceeded two hours. The workload presently consists of 7 landings, 2	
											work permit applications, 3 post grad work permit applications, 2 Co-op work permit	
											applications, 2 study permit applications, 2 visitor record applications and 1 pre approved	
											permit application. 2 refuges are currently being processed as well as confirmation of	
											departure on a deemed deported person. with the exception of the departure confirmation,	
											the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being	
											dealt with using a risk-based triage system with attention being paid to high risk	
											cases/enforcement matters, while continuing to process the facilitation stream. The	
											immigration wait time is beginning to impact the staffing other areas of the operation at this	
											time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines	
											and Bus operations. Management is actively engaged in monitoring the wait time,	
											counselling clients, and assigning priority to cases. We will process all clients who are in our	
											queue, but new cases that arrive will be deferred and allowed to proceed on their current	
											status where applicable. Clients are being counselled to apply online through IRCC for	
											processing of facilitative documentation. Traffic volumes are increasing and focus will be	
											directed to our primary mandates of primary and secondary processing. This SRT will be	
											updated once our Immigration volumes are decreased and we begin providing service for	
30/08/2018 17:19	S1013520	1 Southern Ontario	Niagara District	Rainbow Bridge	BXE706 no	905-354-6754	no Ino	no	lno	no	'flagnole' cases.	
							- 1	1.0			**BXE706 04/09/2018 10:26** The wait time for service at the Immigration Counter at the	The wait time at the Immigration counter has exceeded 2 hours at
							- 1				Rainbow Bridge has exceeded two hours. The workload presently consists of: 6 work permits	Rainbow Bridge
1											applications 6 post graduate work permit applications 1 CO-OP work permit application 2	
											landings Immigration cases are being dealt with using a risk-based triage system with	
							I				attention being paid to high risk cases/enforcement matters, while continuing to process the	
											facilitation stream. The immigration wait time is beginning to impact the staffing other areas	
							- 1				of the operation at this time, as traffic volumes on the bridge are requiring the maintaining	
							- 1				of additional PIL lines and Bus operations. Management is actively engaged in monitoring	
							- 1				the wait time, counselling clients, and assigning priority to cases. We will process all clients	
							- 1				who are in our queue, but new cases that arrive will be deferred and allowed to proceed on	
											their current status where applicable. Clients are being counselled to apply online through	
											IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus	
											will be directed to our primary mandates of primary and secondary processing. This SRT will	
			1				- 1				be updated once our Immigration volumes are decreased and we begin providing service for	
1											'flagpole' cases. **BXE706 04/09/2018 12:02** Flagpoles have resumed. SRT closed.	
											BF14027	
04/09/2018 10:25	c1012E02	1 Southern Ontario	Niagara District	Rainbow Bridge	BXE706 no	905-354-6754	no no		l _{nc}		DC14UZ/	
04/05/2018 10:25	21012287	1 Southern Ontario	ININGRIA DISTRICT	rampow Bridge	DAE/UD NO	905-354-6/54	no no	no	no	no	No.	
											DXW156 11/09/2018 08:54 The wait time at the Immigration counter has exceeded two	Immigration wait time has exceeded 2 hours.
											hours. The current workload consists of 10 Landings, 23 Work Permits and 1 Study permit.	
1											All cases are of Flag Pole in nature. Consequently we have suspended accepting any	
											additional Flag Pole cases. Currently have 6 BSO's stationed at the Immigration counter	
		1									processing, this may change as traffic develops in other areas of the operation. SRT to be	
								1				
								I	- 1			
											updated when the wait time falls below two hours. **BXE706 11/09/2018 19:40** The wait	
11/09/2018 08:48		1 Southern Ontario		Rainbow Bridge	DXW156 no	905-354-6754						

						1			**SXD319 12/09/2018 12:29** The wait time for service at the Immigration Counter at the	Immigration Wait Time has exceeded 2 ho	nurs
									Rainbow Bridge has exceeded two hours. The workload presently consists of 7 work permits	inningration waterine has exceeded 2 no	7413
									and 12 Landings, Additionally, we have 1 person seeking Refugee Protection and non-		
									flagpole cases waiting service. Immigration cases are being dealt with using a risk-based		
									triage system with attention being paid to high risk cases/enforcement matters, while		
									continuing to process the facilitation stream. Management is actively engaged in monitoring		
									the wait time, counselling clients, and assigning priority to cases. We will process all clients		
									who are in our queue, but new cases that arrive will be deferred and allowed to proceed on		
									their current status where applicable. Clients are being counselled to apply online through		
									IRCC for processing of facilitative documentation. This SRT will be updated once our		
		l							Immigration volumes are decreased and we resume accepting 'flagpole' cases.		
12/09/2018 12:21 S1013710	1 Southern Ontario Niagara District	Rainbow Bridge	SXD319 no	905-354-6754 no	no	no	no	no	No		
									DXW156 13/09/2018 08:55 Immigration counter wait time has exceeded 2 hours. The	Immigration Wait Time has exceeded two	hours.
									current workload consists of 16 work permits, 3 landings and 2 study permits. Currently		
									there are three BSO's stationed at the Immigration counter actively processing the above.		
									Staffing at the Immigration counter may change as traffic increases in other areas of the		
									operation. SRT will be updated once wait time falls below 2 hours. **DXW156 13/09/2018		
// \									11:40** The Immigration wait time is now below 2 hours. We have resumed accepting		
13/09/2018 08:42 \$1013722	1 Southern Ontario Niagara District	Rainbow Bridge	DXW156 no	905-354-6754 no	no	no	no	no	flagpole clients. No		
									JEM711 18/09/2018 08:19 The wait time for service at the Immigration Counter at the	Immigration wait time has exceeded 2 hou	urs.
									Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue		
									consists of approximately 30 requests for either work permits, landings or study permits.		
									Immigration cases are being dealt with using a risk-based triage system with attention being		
									paid to high risk cases/enforcement matters, while continuing to process the facilitation		
						1			stream. Management is actively engaged in monitoring the wait time, counselling clients,		
						1			and assigning priority to cases. We will process all clients who are in our queue, but new		
									cases that arrive will be deferred and allowed to proceed on their current status where		
									applicable. Clients are being counselled to apply online through IRCC for processing of		
									facilitative documentation. As traffic volumes are increase and focus will be directed to our		
									primary mandates of primary and secondary processing. This SRT will be updated once our		
									Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
18/09/2018 08:08 \$1013811	1 Southern Ontario Niagara District	Rainbow Bridge	JEM711 no	905-354-6754 no	no	no	no	no	No.		
,,									**SXT316 19/09/2018 08:51** The wait time for service at the Immigration Counter at the	Immigration wait time has exceeded two h	hours
									Rainbow Bridge has exceeded two hours. The cases currently in queue consists of primarily	ininingration wait time has exceeded two i	nours.
									IfflagpoleII cases and total; work permits (18), Landings (4), Visitor Records (3) and Name		
									Hits (2). Management is actively engaged in monitoring the wait time, counselling clients,		
									and assigning priority to cases. We will process all clients who are in our queue, but new		
									cases that arrive will be deferred and allowed to proceed on their current status where		
									applicable. Clients are being counselled to apply online through IRCC for processing of		
									facilitative documentation. As traffic volumes increase, resources will be directed to primary		
									processing as needed. This SRT will be updated once our Immigration volumes are below the		
									two hour threshold and we begin providing service for 'flagpole' cases.		
19/09/2018 08:50 \$1013833	1 Southern Ontario Niagara District	Rainbow Bridge	SXT316 no	905-354-2377 no	no	no	no	no	two flour threshold and we begin providing service for flagpole cases.		
19/09/2018 08:30 31013833	1 Southern Ortano Nagara District	Nambow Bridge	3/1310 110	903-334-2377 110	110	110	110	110	**BJR000 20/09/2018 08:53** The wait time for service at the Immigration Counter at the	Immigration Wait Time Exceeds 2 Hours	
										illilligration wait fille exceeds 2 hours	
									Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for		
									work permits, and 3 landings. All are flagpole matters. Immigration cases are being dealt		
									with using a risk-based triage system with attention being paid to high risk		
						1			cases/enforcement matters, while continuing to process the facilitation stream.		
									Management is actively engaged in monitoring the wait time, counselling clients, and		
						1			assigning priority to cases. We will process all clients who are in our queue, but new cases		
						1			that arrive will be deferred and allowed to proceed on their current status where applicable.		
						1			Clients are being counselled to apply online through IRCC for processing of facilitative		
						1					
									documentation. This SRT will be updated once our Immigration volumes are decreased and		
									we begin providing service for 'flagpole' cases. **BJR000 20/09/2018 15:24** Wait time at		
20/09/2018 08:48 \$1013853	1 Southern Ontario Niagara District	Dainha 2 1 1	BJR000 no	905-354-6754 no	1	1	I	1	the immigration counter is now under two hours. We have resumed accepting flagpole		
20/09/2018 08:48 \$1013853	1 Southern Untario Niagara District	Rainbow Bridge	BJR000 no	905-354-6754 no	no	no	no	no	applications. No		
									SXD319 25/09/2018 09:06 The wait time for service at the Immigration Counter at the	flagpole remains closed	
									Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue		
						1			consists of either work permits, landings or study permits as well as pre-approved permits.		
						1			Immigration cases are being dealt with using a risk-based triage system with attention being		
									paid to high risk cases/enforcement matters, while continuing to process the facilitation		
						1			stream. Management is actively engaged in monitoring the wait time, counselling clients,		
									and assigning priority to cases. We will process all clients who are in our queue, but new		
						1					
						1			cases that arrive will be deferred and allowed to proceed on their current status where		
									applicable. Clients are being counselled to apply online through IRCC for processing of		
						1			facilitative documentation. As traffic volumes are increase and focus will be directed to our		
									primary mandates of primary and secondary processing. This SRT will be updated once our		
						1			Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
						1			**SXP317 25/09/2018 23:04** Flagpole will remain closed until tomorrow morning. Current		
									work load: 2 refugee cases 4 immigration matters 1 immigration officer		
25/09/2018 08:40 \$1013929	1 Southern Ontario Niagara District	Rainbow Bridge	SXD319 no	905-354-6754 no	no	no	no	no	l No		
,,	1	1		1000 001 0101 1110	1	1		1			

26/09/2018 09:28 \$1013947	1 Southern Ontario Niagara District	Rainbow Bridge	SCF700 no	905-354-6754 no	no	no	no	no	**SCF700 26/09/2018 09:31** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of 19 work permits 11 landings, 2 study permits as well as 2 pre-approved permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MPC125 26/09/2018 13:14** Immigration wait times have now decreased below 2 hours, and therefore flagpoles were reopened at 1310 hours **SXT316 27/09/2018 10:43** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of 18 work permits 12 landings, 4 study permits. In addition, there is currently	No	Immigration wait time has exceeded 2 hours Immigration wait time exceeding 2 hours
27/09/2018 10:41 \$1013981	1 Southern Ontario Niagara District	Rainbow Bridge	SXT316 no	905-354-6754 no	no	no	na	no	consists of 16 work permits 12 aroungly, a study permits. In addition, there is currently using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 27/09/2018 18:27** As of 1530 hours, the wait time for service at the Immigration Counter is less than 2 hours. Flagpoles are now being accepted. SRT closed	No.	
02/10/2018 08:03 \$1014048	Southern Ontario Niagara District 1 Southern Ontario Niagara District	Rainbow Bridge	8JR000 no	905-354-6754 no	no	no	no	no	**BJR000 02/10/2018 08:04** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 9 landings, and 1 visitor record. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 02/10/2018 10:45** The immigration wait time is now under 2 hours. We have resumed accepting flagpole application. Please consider this SRT now closed.	No	Immigration Wait Time Exceeds 2 Hours
02/10/2018 15:29 \$1014056	1 Southern Ontario Niagara District		BJR000 no	905-354-6754 no	no	по	no	no	**BIR000 02/10/2018 15:30** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 4 landings, 2 study permits and 3 visitor record. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Wait Time Exceeds Two Hours
03/10/2018 11:23 \$1014065	1 Southern Ontario Niagara District	Rainbow Bridge	AXW012 no	905-354-6754 no	no	no	no	no	**AkW012 03/10/2018 11:27** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 11 landings, 2 visitor records and one enforcement case. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration wait time exceeds 2 hours

									SXT316 04/10/2018 10:20 The wait time for service at the Immigration Counter at the	Immigration wait time exceeding 2 hours
									Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for	minigration watering cheecening 2 hours
									work permits, 4 landings, 2 study permits and one enforcement case. The majority of	
									matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based	
									triage system with attention being paid to high risk cases/enforcement matters, while	
									continuing to process the facilitation stream. Management is actively engaged in monitoring	
									the wait time, counselling clients, and assigning priority to cases. We will process all clients	
									who are in our queue, but new cases that arrive will be deferred and allowed to proceed on	
									their current status where applicable. Clients are being counselled to apply online through	
									IRCC for processing of facilitative documentation. This SRT will be updated once our	
									Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
04/10/2018 10:18	S S1014081	1 Southern Ontario Niagara District	Rainbow Bridge	SXT316 no	905-354-6754 no no	no	no	no	No	
									BJR000 09/10/2018 08:33 The wait time for service at the Immigration Counter at the	Immigration Wait Time Exceeds 2 Hours
									Rainbow Bridge has exceeded two hours. The workload presently consists of 17 requests for	
									work permits, and 9 landings. All are flagpole matters. Immigration cases are being dealt	
									with using a risk-based triage system with attention being paid to high risk	
									cases/enforcement matters, while continuing to process the facilitation stream.	
									Management is actively engaged in monitoring the wait time, counselling clients, and	
									assigning priority to cases. We will process all clients who are in our queue, but new cases	
									that arrive will be deferred and allowed to proceed on their current status where applicable.	
1									Clients are being counselled to apply online through IRCC for processing of facilitative	
1									documentation. This SRT will be updated once our Immigration volumes are decreased and	
									we begin providing service for 'flagpole' cases. **BJR000 09/10/2018 13:07** The wait time	
09/10/2018 08:30	1 1014170	1 Southern Ontario Niagara District	Rainbow Bridge	BJR000 no	905-354-6754 no no		lnc.	l _{no}	at the immigration counter is now under 2 hours. We have resumed accepting flagpole	
03/10/2010 08:30	310141/0	1 Journal Official Office Integral a District	vallinom pridge	DINUUU IIU	303-334-0734 110 110	110	110	110	applications. Please consider this SRT now closed.	In a face to a Mark Time Forest and 2 Heres
									JEM711 10/10/2018 10:32 The wait time for service at the Immigration Counter at the	Immigration Wait Time Exceeds 2 Hours
									Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue	
									consists of approximately 30 requests for either work permits, landings or study permits.	
									Immigration cases are being dealt with using a risk-based triage system with attention being	
									paid to high risk cases/enforcement matters, while continuing to process the facilitation	
									stream. Management is actively engaged in monitoring the wait time, counselling clients,	
									and assigning priority to cases. We will process all clients who are in our queue, but new	
									cases that arrive will be deferred and allowed to proceed on their current status where	
									applicable. Clients are being counselled to apply online through IRCC for processing of	
									facilitative documentation. As traffic volumes are increase and focus will be directed to our	
									primary mandates of primary and secondary processing. This SRT will be updated once our	
									Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
10/10/2018 10:29	S1014188	1 Southern Ontario Niagara District	Rainbow Bridge	JEM711 no	905-354-6754 no no	no	no	no	No	
									MLC137 11/10/2018 08:25 The wait time for service at the Immigration Counter at the	Immigration Wait Time Exceeds Two Hours
									Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for	
									work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature.	
									Immigration cases are being dealt with using a risk-based triage system with attention being	
									paid to high risk cases/enforcement matters, while continuing to process the facilitation	
									stream. Management is actively engaged in monitoring the wait time, counselling clients,	
									and assigning priority to cases. We will process all clients who are in our queue, but new	
									cases that arrive will be deferred and allowed to proceed on their current status where	
									applicable. Clients are being counselled to apply online through IRCC for processing of	
									facilitative documentation. This SRT will be updated once our Immigration volumes are	
									decreased and we begin providing service for 'flagpole' cases. **MLC137 11/10/2018	
									15:05** The Immigration Wait Time at the Rainbow Bridge is under 2 hours. Flagpole	
11/10/2018 08:22	S1014208	1 Southern Ontario Niagara District	Rainbow Bridge	MLC137 no	905-354-6754 no no	no	no	no	processing will now resume. SRT closed.	
									AXW012 16/10/2018 08:31 The wait time for service at the Immigration Counter at the	Immigration Counter Wait time over two hours
									Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for	
									work permits, 2 landings, 2 visitor records. All matters are of a flagpole nature. Immigration	
1									cases are being dealt with using a risk-based triage system with attention being paid to high	
1									risk cases/enforcement matters, while continuing to process the facilitation stream.	
1									Management is actively engaged in monitoring the wait time, counselling clients, and	
1									assigning priority to cases. We will process all clients who are in our queue, but new cases	
									that arrive will be deferred and allowed to proceed on their current status where applicable.	
									Clients are being counselled to apply online through IRCC for processing of facilitative	
16/10/2018 08:30	1 1014354	1 Southern Optonio	Daink Daid	AVW012	905-354-6754 no no				documentation. This SRT will be updated once our Immigration volumes are decreased and	
16/10/2018 08:30	31014261	1 Southern Ontario Niagara District	Rainbow Bridge	AXW012 no	905-354-0/54 NO NO	no	no	no	we begin providing service for 'flagpole' cases.	
									SCF700 17/10/2018 10:03 The wait time for service at the Immigration Counter at the	Immigration wait time exceeds 2 hours
1									Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for	
1									work permits, 8 landings and 5 study permits. All matters are of a flagpole nature.	
1									Immigration cases are being dealt with using a risk-based triage system with attention being	
									paid to high risk cases/enforcement matters, while continuing to process the facilitation	
									stream. Management is actively engaged in monitoring the wait time, counselling clients,	
1									and assigning priority to cases. We will process all clients who are in our queue, but new	
	1 1								cases that arrive will be deferred and allowed to proceed on their current status where	
							1	1		
						I			applicable. Clients are being counselled to apply online through IRCC for processing of	I
									applicable. Clients are being counselled to apply online through IRCC for processing of	
17/10/2018 09:56	5 \$1014281	1 Southern Ontario Niagara District	Rainbow Bridge	SCF700 no	905-354-6754 no no	no	no	no	applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. No	

							T				**SXD319 18/10/2018 12:54** The wait time for service at the Immigration Counter at the		Immigration Wait Time Exceeds 2 hours
											Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for		Things alon Water time Execute 2 Hours
					/						work permits, 5 landings and 2 additional Immigration cases. Immigration cases are being		
											dealt with using a risk-based triage system with attention being paid to high risk		
					/						cases/enforcement matters, while continuing to process the facilitation stream.		
					/						Management is actively engaged in monitoring the wait time, counselling clients, and		
					/						assigning priority to cases. We will process all clients who are in our queue, but new cases		
					/						that arrive will be deferred and allowed to proceed on their current status where applicable.		
											Clients are being counselled to apply online through IRCC for processing of facilitative		
					/						documentation. This SRT will be updated once our Immigration volumes are decreased and		
											we begin providing service for 'flagpole' cases. **SXD319 18/10/2018 14:50** The service		
18/10/2018 12:53	61014202	1 Southern Ontario Niagai	- District	ow Bridge	SXD319 no	905-354-6754 no					wait time at the Immigration counter has dropped below 2 hours. Flagpoles have now re-		
18/10/2018 12:53	51014303	1 Southern Ontario Niagai	a District Rainbo	ow Bridge	'YD319 U0	905-354-6754 10	no	no	no	по	opened This concludes this SRT	NO	<u> </u>
\\											**BJR000 23/10/2018 08:39** The wait time for service at the Immigration Counter at the		Immigration Wait Time is over 2 Hours
											Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for		
											work permits, 5 landings, 1 Refugee. With the exception of the refugee, the remainder of		
											these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a		
											risk-based triage system with attention being paid to high risk cases/enforcement matters,		
											while continuing to process the facilitation stream. Management is actively engaged in		
											monitoring the wait time, counselling clients, and assigning priority to cases. We will process		
											all clients who are in our queue, but new cases that arrive will be deferred and allowed to		
											proceed on their current status where applicable. Clients are being counselled to apply		
											online through IRCC for processing of facilitative documentation. This SRT will be updated		
											once our Immigration volumes are decreased and we begin providing service for 'flagpole'		
											cases. **SCF700 23/10/2018 14:07** The wait time for service at the Immigration Counter at		
22/40/2040 00 22	64.04.4207	4 6	- State	Outstand	212222	005 054 6754					the Rainbow Bridge is now less than 2 hrs. We are now accepting new flagpoles cases.		
23/10/2018 08:32	51014387	1 Southern Ontario Niaga	a District Rainbo	ow Bridge	BJR000 no	905-354-6754 no	no	no	no	no		NO	
											MLC137 24/10/2018 08:22 The wait time for service at the Immigration Counter at the		Immigration wait time exceeds 2 hours
											Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for		
											work permits and 4 landings. All matters are of a flagpole nature. Immigration cases are		
											being dealt with using a risk-based triage system with attention being paid to high risk		
											cases/enforcement matters, while continuing to process the facilitation stream.		
											Management is actively engaged in monitoring the wait time, counselling clients, and		
											assigning priority to cases. We will process all clients who are in our queue, but new cases		
											that arrive will be deferred and allowed to proceed on their current status where applicable.		
			\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\								Clients are being counselled to apply online through IRCC for processing of facilitative		
Α.											documentation. This SRT will be updated once our Immigration volumes are decreased and		
24/10/2018 08:19	\$1014408	1 Southern Ontario Niaga	a District Rainbo	ow Bridge	MLC137 no	905-354-6754 no	no	lno.	no	no	we begin providing service for 'flagpole' cases.	No	
24/10/2018 08:13	31014408	1 Journal of Magai	a District	OW Bridge	ALCESY III	303-334-0734 110	-110	110	110	110	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the	140	Immigration Flag Poles are closed
													inning ation riag roles are closed
											Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue		
											consists of 29 requests for either work permits, landings or study permits. Immigration cases		
											are being dealt with using a risk-based triage system with attention being paid to high risk		
											cases/enforcement matters, while continuing to process the facilitation stream.		
											Management is actively engaged in monitoring the wait time, counselling clients, and		
					, ,	l I		1					
				1 1	1 1 1 i			1			assigning priority to cases. We will process all clients who are in our queue, but new cases		
											that arrive will be deferred and allowed to proceed on their current status where applicable.		
											that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative		
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25/10/2018 08:52	\$1014434	1 Southern Optario - Nigger	a District Rainbox	ow Bridge	APC125 Inc.	905-354-6754	no	no	no	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary	No	
25/10/2018 08:52	S1014434	1 Southern Ontario Niaga	ra District Rainbo	ow Bridge	MPC125 no	905-354-6754 no	no	no	no	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases	No	** Parl Gun Scanarioc ** ** Dadastrian Walkuny **
25/10/2018 08:52	S1014434	1 Southern Ontario Niagai	ra District Rainbo	ow Bridge	мРС125 по	905-354-6754 no	no	no	no	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting	No	** Red Gun Scenarios ** ** Pedestrian Walkway **
25/10/2018 08:52	\$1014434	1 Southern Ontario Niaga	ra District Rainbo	ow Bridge	MPC125 no	905-354-6754 no	no	no	no	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h.	No	** Red Gun Scenarios ** ** Pedestrian Walkway **
25/10/2018 08:52	\$1014434	1 Southern Ontario Niagaa	ra District Rainbo	ow Bridge !	MPC125 no	905-354-6754 no	no	no	no	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for	No	** Red Gun Scenarios ** ** Pedestrian Walkway **
25/10/2018 08:52	51014434	1 Southern Ontario Niaga	ra District Rainbo	ow Bridge I	MPC125 no	905-354-6754 no	no	no	по	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processing pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no	No	** Red Gun Scenarios ** ** Pedestrian Walkway **
25/10/2018 08:52	51014434	1 Southern Ontario Niaga	ra District Rainbo	ow Bridge I	MPC125 no	905-354-6754 no	no	no	no	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for	No	** Red Gun Scenarios ** ** Pedestrian Walkway **
25/10/2018 08:52	51014434	1 Southern Ontario Niagai	ra District Rainbo	ow Bridge [MPC125 no	905-354-6754 no	no	no	no	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processing pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no	No	** Red Gun Scenarios ** ** Pedestrian Walkway **
25/10/2018 08:52	51014434	1 Southern Ontario Niagai	ra District Rainbo	ow Bridge !	MPC125 no	905-354-6754 no	no	no	no	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in	No	** Red Gun Scenarios ** ** Pedestrian Walkway **
25/10/2018 08:52	51014434	1 Southern Ontario Niagai	ra District Rainbo			905-354-6754 no	no	no	по	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processing pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised.	No	** Red Gun Scenarios ** ** Pedestrian Walkway **
25/10/2018 08:52 28/10/2018 09:19		Southern Ontario Niagai Southern Ontario Niagai Southern Ontario Niagai				905-354-6754 no	no	no	no	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific	No No	** Red Gun Scenarios ** ** Pedestrian Walkway **
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							no	no	no	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrian Wille processing per-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised. **JEM711 28/10/2018 13:55** Red gun scenarios are now concluded. This SRT is now closed. **SCF700 30/10/2018 08:36** The wait time for service at the Immigration Counter at the	No No	** Red Gun Scenarios ** ** Pedestrian Walkway ** Immigration wait time exceeds 2 hours
							no	no	no	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised. **SLEM712 8/10/2018 13:55** Red gun scenarios are now concluded. This SRT is now closed. **SCF700 30/10/2018 08:36** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for	No No	
							no	no	no	no	hat arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised. **SER703 03/10/2018 13:55** Red gun scenarios are now conclude. This SRT is now closed. **SCF7003 03/10/2018 08:36** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits and 5 landings. All matters are of a flagpole nature. Immigration cases are	No No	
							no	no	no	no no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrian Wille processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised. **JEM711 28/10/2018 13:55** Red gun scenarios are now concluded. This SRT is now closed. **SCF700 30/10/2018 08:36** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits and 5 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk	No No	
							no	no	no	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised. **JEM711 28/10/2018 13:55** Red gun scenarios are now concluded. This SRT is now closed. **SCF700 30/10/2018 08:36** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits and 5 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream.	No No	
							no	no	no	no no	hat arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised. **SER700 30/10/2018 08:36** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits and 5 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and	No No	
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							no	no	no	no no	hat arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised. **SER700 30/10/2018 08:36** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits and 5 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and	No No	
							no	no	no	no no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrian will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised. **JEM711 28/10/2018 13:55** Red gun scenarios are now concluded. This SRT is now closed. **SCF700 30/10/2018 08:36** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits and 5 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases	No No	
							no	no	no	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised. **JEM711 28/10/2018 13:55** Red gun scenarios are now concluded. This SRT is now closed. **SCF700 30/10/2018 08:36** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits and 5 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable.	No No	
							no	no	no	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrian will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised. **JEM711 28/10/2018 13:55** Red gun scenarios are now concluded. This SRT is now closed. **SCF700 30/10/2018 08:36** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits and 5 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our immigration volumes are decreased and	No No	
							no	no	no	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised. **SCF703 03/10/2018 08:36** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits and 5 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120 30/10/2018 11:51**	No No	
	\$1014483		ra District Rainbo	ow Bridge J	JEM711 no		no	no	no	no	that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrian will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised. **JEM711 28/10/2018 13:55** Red gun scenarios are now concluded. This SRT is now closed. **SCF700 30/10/2018 08:36** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits and 5 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our immigration volumes are decreased and	No No	

												SCF700 06/11/2018 08:57 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for work permits, 1 study permit and 9 landings. All matters are of a flagpole nature.		Immigration wait time exceeds 2 hours
												Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation		
												stream. Management is actively engaged in monitoring the wait time, counselling clients,		
												and assigning priority to cases. We will process all clients who are in our queue, but new		
												cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of		
												facilitative documentation. This SRT will be updated once our Immigration volumes are		
												decreased and we begin providing service for 'flagpole' cases. **TPF120 06/11/2018 22:45**		
												The wait time for service at the Immigration Counter at the Rainbow Bridge is now less than 2 hrs. We are now accepting new flagpoles cases. SRT closed		
06/11/2018 08:46	S1014623	1 Southern Ontario	Niagara District	Rainbow Bridge	SCF700 no	905-354-6754 no	o no	0	no	no	no	2 ms. We are now accepting new magpores cases. Sixt closed	No	
												SXD319 07/11/2018 11:41 The wait time for service at the Immigration Counter at the		Immigration Counter Wait Time Exceeds 2 Hours
												Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits,4 landings and a Visitor Record. All matters are of a flagpole nature.		
												Immigration cases are being dealt with using a risk-based triage system with attention being		
												paid to high risk cases/enforcement matters, while continuing to process the facilitation		
												stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new		
												cases that arrive will be deferred and allowed to proceed on their current status where		
												applicable. Clients are being counselled to apply online through IRCC for processing of		
07/11/2018 11:39	\$1014642	1 Southern Ontario	Ningara District	Rainbow Bridge	SXD319 no	905-354-6754 no		.	no		no	facilitative documentation. This SRT will be updated once our Immigration volumes are	No.	
07/11/2018 11.39	31014042	1 30dthern Ontario	Niagara District	Kallibow Bridge	3AD319 110	303-334-6734 110	, "	,	110	110	110	decreased and we begin providing service for 'flagpole' cases. **AXW012 13/11/2018 08:27** The wait time for service at the Immigration Counter at the	INO	Immigration wait time exceeding 2 hours
												Rainbow Bridge has exceeded two hours. The workload presently consists of 17requests for		
												work permits, 4 landings and 4 refugee cases. All matters are of a flagpole nature.		
												Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation		
												stream. Management is actively engaged in monitoring the wait time, counselling clients,		
												and assigning priority to cases. We will process all clients who are in our queue, but new		
												cases that arrive will be deferred and allowed to proceed on their current status where		
												applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are		
13/11/2018 08:23	S1014724	1 Southern Ontario	Niagara District	Rainbow Bridge	AXW012 no	905-354-6754 no	o no	,	no	no	no	decreased and we begin providing service for 'flagpole' cases.	No	
												SXT316 14/11/2018 08:43 The wait time for service at the Immigration Counter at the		Two hour wait time at the Immigration counter.
												Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for		
												work permits, 11 landings, 2 study permits and 2 refugee cases. All requests for facilitation documents are of a flagpole nature. Immigration cases are being dealt with using a triage		
												system to identify high risk cases and enforcement matters. These cases will take priority		
												while continuing to process the facilitation stream as appropriate. Management is actively		
												engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We		
												will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to		
												apply online through IRCC for processing of facilitative documentation. This SRT will be		
												updated once our Immigration volumes are decreased and we begin providing service for		
14/11/2018 08:41	\$1014738	1 Southern Ontario	Niagara District	Rainbow Bridge	SXT316 no	905-354-6754 no	o no	P	no	no	no	'flagpole' cases. **BJR000 20/11/2018 10:00** The wait time for service at the Immigration Counter at the	No	Immigration Wait Time Exceeds Two Hours
												Rainbow Bridge has exceeded two hours. The workload presently consists of 14 requests for		mining, auton wait time exceeds two nouts
												work permits, 2 landings, 2 study permits, and 3 no visa. With the exception of the no visa		
												cases, the remainder of these are facilitative "flagpole" matters. Immigration cases are being		
												dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream.		
												Management is actively engaged in monitoring the wait time, counselling clients, and		
												assigning priority to cases. We will process all clients who are in our queue, but new cases		
												that arrive will be deferred and allowed to proceed on their current status where applicable.		
												Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and		
20/11/2018 09:59	S1014828	1 Southern Ontario	Niagara District	Rainbow Bridge	BJR000 no	905-354-6754 no	o no	o	no	no	no	we begin providing service for 'flagpole' cases.	No	
												SCF700 22/11/2018 10:12 The wait time for service at the Immigration Counter at the		Immigration wait time exceeds 2 hours
												Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for		
												work permits, 1 study permit and 13 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being		
												paid to high risk cases/enforcement matters, while continuing to process the facilitation		
												stream. Management is actively engaged in monitoring the wait time, counselling clients,		
												and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where		
												applicable. Clients are being counselled to apply online through IRCC for processing of		
												facilitative documentation. This SRT will be updated once our Immigration volumes are		
22/11/2018 10:08	S1014873	1 Southern Ontario	Niagara District	Rainbow Bridge	SCF700 no	905-354-6754 no	o no	D	no	no	no	decreased and we begin providing service for 'flagpole' cases.	No	

											1	1	1	**SCF700 28/11/2018 12:21** The wait time for service at the Immigration Counter at the	Immigration wait time exceeds 2 hours	
														Rainbow Bridge has exceeded two hours. The workload presently consists of 14 requests for	ininigration wait time exceeds 2 nours	
														work permits and 11 landings. All matters are of a flagpole nature. Immigration cases are		
														being dealt with using a risk-based triage system with attention being paid to high risk		
														cases/enforcement matters, while continuing to process the facilitation stream.		
														Management is actively engaged in monitoring the wait time, counselling clients, and		
														assigning priority to cases. We will process all clients who are in our queue, but new cases		
														that arrive will be deferred and allowed to proceed on their current status where applicable.		
														Clients are being counselled to apply online through IRCC for processing of facilitative		
28/11/2018 12:16	\$101/072	1 Southern Ontario	Niagara District	Rainbow Bridge	SCE70	0 no	90	5-354-6754	no	no	l	no.	no	documentation. This SRT will be updated once our Immigration volumes are decreased and		
20/11/2010 12:10	31014973	1 Southern Ontario	Niagara District	Rainbow Bridge	3CF70	0 110	90	13-334-0734	110	110	110	110	110	we begin providing service for 'flagpole' cases.	land land land land land land land land	
														CJP701 04/12/2018 10:29 The wait time for service at the Immigration Counter at the	Immigration wait time exceeding 2 hours.	
														Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for		
														work permits, 3 landings, 2 pre-approved study permits and 1 entry for further examination		
														for court. All matters are of a flagpole nature. Immigration cases are being dealt with using a		
														risk-based triage system with attention being paid to high risk cases/enforcement matters,		
														while continuing to process the facilitation stream. Management is actively engaged in		
														monitoring the wait time, counselling clients, and assigning priority to cases. We will process		
														all clients who are in our queue, but new cases that arrive will be deferred and allowed to		
														proceed on their current status where applicable. Clients are being counselled to apply		
	- 1				I						1	1		online through IRCC for processing of facilitative documentation. This SRT will be updated		
	- 1				I						1	1		once our Immigration volumes are decreased and we begin providing service for 'flagpole'		
	I		I								1	1		cases. **CJP701 04/12/2018 14:49** Immigration wait has been reduced. Accepting		
			I								1	1		flagpoles. **CJP701 04/12/2018 15:57** The wait time for service at the Immigration		
				1							1	1		Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of		
	I		I								1	1		9 requests for work permits, 4 landings, 2 pre-approved study permits and 4 in-eligible		
	I		I								1	1				
	- 1		L								1	1		refugees from Honduras.Immigration cases are being dealt with using a risk-based triage		
											1	1		system with attention being paid to high risk cases/enforcement matters, while continuing		
														to process the facilitation stream. Management is actively engaged in monitoring the wait		
														time, counselling clients, and assigning priority to cases. We will process all clients who are		
														in our queue, but new cases that arrive will be deferred and allowed to proceed on their		
														current status where applicable. Clients are being counselled to apply online through IRCC		
														for processing of facilitative documentation. This SRT will be updated once our Immigration		
														volumes are decreased and we begin providing service for 'flagpole' cases.		
04/12/2018 10:27	S1015075	1 Southern Ontario	Niagara District	Rainbow Bridge	CJP70	1 no	90	5-354-6754	no	no	no	no	no	N		
														AXW012 05/12/2018 08:45 The wait time for service at the Immigration Counter at the	Immigration wait time exceeds two hours	
														Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for		
														work permits, 1 landing and 4 study permits. All matters are of a flagpole nature.		
														Immigration cases are being dealt with using a risk-based triage system with attention being		
														paid to high risk cases/enforcement matters, while continuing to process the facilitation		
														stream. Management is actively engaged in monitoring the wait time, counselling clients,		
														and assigning priority to cases. We will process all clients who are in our queue, but new		
														cases that arrive will be deferred and allowed to proceed on their current status where		
														applicable. Clients are being counselled to apply online through IRCC for processing of		
														facilitative documentation. This SRT will be updated once our Immigration volumes are		
														decreased and we begin providing service for 'flagpole' cases. **TPF120 05/12/2018 12:53**		
														Immigration wait times is now under 2 hours. We are currently accepting flagpoles. SRT		
05/12/2018 08:38	\$1015100	1 Southern Ontario	Niagara District	Rainbow Bridge	Axwo	12 no	90	5-354-6754	no	no	no	no	no	closed		
/ 12/ 2020 00:00			g 3 5156166	bon bridge	7,5,440	1	- 130			†··-	1	1.0	1	**SXT316 13/12/2018 16:20** The wait time for service at the Immigration Counter at the	Immigration Wait time exceeding 2 hours.	
			1		- 1						1	1		Rainbow Bridge has exceeded two hours. The workload presently consists of 4 requests for	mingration state time exceeding 2 flours.	
					I						1	1				
					I						1	1		work permits, 2 landing and 3 study permits. All matters are of a flagpole nature. In addition		
			I								1	1		there are currently 9 refugee cases being processed. Immigration cases are being dealt with		
					I						1	1		using a risk-based triage system with attention being paid to high risk cases/enforcement		
			I								1	1		matters, while continuing to process the facilitation stream. Management is actively		
					I						1	1		engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We		
			I								1	1		will process all clients who are in our queue, but new cases looking to "flagpole" will be		
					I						1	1		deferred and allowed to proceed on their current status where applicable. Clients are being		
			L		- 1						1	1		counselled to apply online through IRCC for processing of facilitative documentation. This		
											1	1		SRT will be updated once our Immigration volumes are decrease below the 2 hour threshold.		
			Mingara District	Rainbow Bridge	SXT31	6 no	90	5-354-6754	no	no	no	no	no	N		
13/12/2018 16:16	S1015177	1 Southern Ontario	Iviagara District											**TPF120 18/12/2018 11:22** The wait time for service at the Immigration Counter at the		
13/12/2018 16:16	S1015177	1 Southern Ontario	Wagara District									1			Immigration wait time exceeding 2 hours	
13/12/2018 16:16	S1015177	1 Southern Ontario	Magara District											Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for	Immigration wait time exceeding 2 hours	
13/12/2018 16:16	\$1015177	1 Southern Ontario	Magara District												Immigration wait time exceeding 2 hours	
13/12/2018 16:16	\$1015177	1 Southern Ontario	Niagara District											Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for	Immigration wait time exceeding 2 hours	
13/12/2018 16:16	S1015177	1 Southern Ontario	Magara District											Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for work permits, 8 landings, 2 study permits, 1 Immigration secondary and 2 44 reports	Immigration wait time exceeding 2 hours	
13/12/2018 16:16	S1015177	1 Southern Ontario	mega a visutu											Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for work permits, 8 landings, 2 study permits, 1 Immigration secondary and 2 44 reports underway for serious criminality. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while	Immigration wait time exceeding 2 hours	
13/12/2018 16:16	S1015177	1 Southern Ontario	mega a visutu											Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for work permits, 8 landings, 2 study permits, 1 Immigration secondary and 2 44 reports underway for serious criminality. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring	Immigration wait time exceeding 2 hours	
13/12/2018 16:16	\$1015177	1 Southern Ontario	magara ubstitut											Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for work permits, 8 landings, 2 study permits, 1 Immigration secondary and 2 44 reports underway for serious criminality. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients	Immigration wait time exceeding 2 hours	
13/12/2018 16:16	S1015177	1 Southern Ontario	magara District											Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for work permits, 8 landings, 2 study permits, 1 Immigration secondary and 2 44 reports underway for serious criminality. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on	Immigration wait time exceeding 2 hours	
13/12/2018 16:16	\$1015177	1 Southern Ontario	magara District											Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for work permits, 8 landings, 2 study permits, 1 lmmigration secondary and 2 44 reports underway for serious criminality. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through	Immigration wait time exceeding 2 hours	
13/12/2018 16:16	51015177	1 Southern Ontario	magara District											Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for work permits, 8 landings, 2 study permits, 1 Immigration secondary and 2 44 reports underway for serious criminality. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our	Immigration wait time exceeding 2 hours	
13/12/2018 16:16	51015177	1 Southern Ontario	magara District											Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for work permits, 8 landings, 2 study permits, 1 Immigration secondary and 2 44 reports underway for serious criminality. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	Immigration wait time exceeding 2 hours	
13/12/2018 16:16	51015177	1 Southern Ontario	magara District											Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for work permits, 8 landings, 2 study permits, 1 Immigration secondary and 2 44 reports underway for serious criminality. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120 18/12/2018 13:22** Immigration wait times is now under 2 hours. We are	Immigration wait time exceeding 2 hours	
13/12/2018 16:16 S		1 Southern Ontario		Rainbow Bridge		0 no		15-354-6754						Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for work permits, 8 landings, 2 study permits, 1 Immigration secondary and 2 44 reports underway for serious criminality. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	Immigration wait time exceeding 2 hours	

							Т		1	1	1	**SXT316 19/12/2018 09:36** The wait time for service at the Immigration Counter at the	1	Immigration Wait time exceeding 2 hour.
														ininigration wait time exceeding 2 nour.
	1 1											Rainbow Bridge has exceeded two hours. The workload presently consists of 14 requests for		
	1 1											work permits, 6 landings and 4 study permits. All cases are currently [flagpoles.]]		
	1 1											Immigration cases are being dealt with using a risk-based triage system with attention being		
	1 1											paid to high risk cases/enforcement matters, while continuing to process the facilitation		
	1 1											stream. Management is actively engaged in monitoring the wait time, counselling clients,		
	1 1											and assigning priority to cases. We will process all clients who are in our queue, but new		
	1 1											cases that arrive will be deferred and allowed to proceed on their current status where		
	1 1											applicable. Clients are being counselled to apply online through IRCC for processing of		
	1 1											facilitative documentation. This SRT will be updated once our Immigration volumes are		
19/12/2018 09:34 S1015247	7 1 Southern Ontario	Niagara District	Rainbow Bridge	SXT316	no l	095-354-67	4 no	no	lno.	no	no	decreased and we begin providing service for 'flagpole' cases.	No	
15/12/2010 05/51 51015217	, I douthern ontario	Triagara District	Nambow Bridge	5,11510	1.0	055 551 071		1110	1.10	110	110	**MLC137 27/12/2018 08:21** The wait time for service at the Immigration Counter at the	1110	Immigration Wait Time Exceeds 2 Hours
			1											ininigration wait time exceeds 2 nours
	1 1											Rainbow Bridge has exceeded two hours. The workload presently consists of 6 requests for		
												work permits and 12 landings. All matters are of a flagpole nature. Immigration cases are		
	1 1											being dealt with using a risk-based triage system with attention being paid to high risk		
	1 1											cases/enforcement matters, while continuing to process the facilitation stream. 2 refugee		
	1 1											cases are also being processed. Management is actively engaged in monitoring the wait		
	1 1											time, counselling clients, and assigning priority to cases. We will process all clients who are		
	1 1											in our queue, but new cases that arrive will be deferred and allowed to proceed on their		
	1 1											current status where applicable. Clients are being counselled to apply online through IRCC		
	1 1													
	1 1											for processing of facilitative documentation. This SRT will be updated once our Immigration		
	والماما الماما	lui si i i					.					volumes are decreased and we begin providing service for 'flagpole' cases.		
27/12/2018 08:18 \$1015363	3 1 Southern Ontario	Niagara District	Rainbow Bridge	MLC137	no	905-354-67	4 no	no	no	no	no		No	
					1 1				1	1	1	**AXW012 02/01/2019 13:44** The wait time for service at the Immigration Counter at the		Immigration Wait Time Exceeds 2 Hours
									1	1		Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for	1	
									1			work permits, 8 landings, and 1 other. All matters are of a flagpole nature. Immigration		
									1	1		cases are being dealt with using a risk-based triage system with attention being paid to high	1	
					1 1				1	1	1	risk cases/enforcement matters, while continuing to process the facilitation stream.		
	1 1											Management is actively engaged in monitoring the wait time, counselling clients, and		
	1 1													
	1 1											assigning priority to cases. We will process all clients who are in our queue, but new cases		
	1 1											that arrive will be deferred and allowed to proceed on their current status where applicable.		
	1 1											Clients are being counselled to apply online through IRCC for processing of facilitative		
	1 1											documentation. This SRT will be updated once our Immigration volumes are decreased and	1	
02/01/2019 13:38 \$1015434	4 1 Southern Ontario	Niagara District	Rainbow Bridge	AXW012	no	905-354-67	4 no	no	no	no	no	we begin providing service for 'flagpole' cases.	No	
												SXD319 03/01/2019 09:29 The wait time for service at the Immigration Counter at the		Immigration Service Time exceeds two hours
	1 1											Rainbow Bridge has exceeded two hours. The workload presently consists of 11 requests for		
			1 1									work permits, 2 Visitor Records, 1 study permit and 12 landings. All matters are of a flagpole		
	1 1													
	1 1											nature. Immigration cases are being dealt with using a risk-based triage system with		
	1 1											attention being paid to high risk cases/enforcement matters, while continuing to process the		
	1 1											facilitation stream. Management is actively engaged in monitoring the wait time, counselling	1	
	1 1											clients, and assigning priority to cases. We will process all clients who are in our queue, but	1	
	1 1											new cases that arrive will be deferred and allowed to proceed on their current status where		
	1 1											applicable. Clients are being counselled to apply online through IRCC for processing of	1	
	1 1											facilitative documentation. This SRT will be updated once our Immigration volumes are		
	1 1					l l								
03/01/2019 09:20 \$1015439			1			II.						december of the first control of the		
05/01/2019 09:20 31015439	0 1 Southorn Ontorio	Mingara District	Dainhau Dridge	CVD210		005 354 67	4					decreased and we begin providing service for 'flagpole' cases.	Ma	
	9 1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no	905-354-67	4 no	no	no	no	no		No	
	9 1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no	905-354-67	4 no	no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the Immigration Counter at the	No	Immigration Service Time exceeds two hours at Rainbow Bridge
	9 1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no	905-354-67	4 no	no	no	no	no		No	Immigration Service Time exceeds two hours at Rainbow Bridge
	9 1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no	905-354-67	4 no	no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the Immigration Counter at the	No	Immigration Service Time exceeds two hours at Rainbow Bridge
	9 1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no	905-354-67	4 no	no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 1 landings, 1 study permits, 1 request for visitor record and 1 immigration	No	Immigration Service Time exceeds two hours at Rainbow Bridge
	9 1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no	905-354-67	4 no	no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 1 landings, 1 study permits, 1 request for visitor record and 1 Immigration secondary. Immigration cases are being dealt with using a risk-based triage system with	No	Immigration Service Time exceeds two hours at Rainbow Bridge
	9 1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no	905-354-67	4 no	no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 1 landings, 1 study permits, 1 request for visitor record and 1 immigration secondary, Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the		Immigration Service Time exceeds two hours at Rainbow Bridge
	9 1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no	905-354-67!	4 no	no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 1 landings, 1 study permits, 1 request for visitor record and 1 Immigration secondary. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling		Immigration Service Time exceeds two hours at Rainbow Bridge
	9 1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no	905-354-679	4 no	no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 1 landings, 1 study permits, 1 request for visitor record and 1 Immigration secondary. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but		Immigration Service Time exceeds two hours at Rainbow Bridge
	9 1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no	905-354-67	4 no	no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 1 landings, 1 study permits, 1 request for visitor record and 1 immigration secondary, Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where		Immigration Service Time exceeds two hours at Rainbow Bridge
	9 1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no	905-354-679	4 no	no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 1 landings, 1 study permits, 1 request for visitor record and 1 Immigration secondary. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of		Immigration Service Time exceeds two hours at Rainbow Bridge
	9 1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no	905-354-679	4 no	no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 1 landings, 1 study permits, 1 request for visitor record and 1 immigration secondary, Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where		Immigration Service Time exceeds two hours at Rainbow Bridge
	9 1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no	905-354-675	4 no	no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 1 landings, 1 study permits, 1 request for visitor record and 1 Immigration secondary. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of		Immigration Service Time exceeds two hours at Rainbow Bridge
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08/01/2019 13:24 \$1015489								no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 1 landings, 1 study permits, 1 request for visitor record and 1 immigration secondary, Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MXS873 08/01/2019 16:05** Immigration wait times are no longer over 2 hours. Flagpoles are now open. SRT is now closed. **SX0319 09/01/2019 08:41** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 Work Permits, 1 COPR, 2 Study Permits and 2 Visitor Records. All matters are of a flagpole nature. There is also an Immigration Enforcement examination in progress. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable.		
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08/01/2019 13:24 \$1015489								no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 1 landings, 1 study permits, 1 request for visitor record and 1 Immigration secondary. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MXS873 08/01/2019 16:05** Immigration wait times are no longer over 2 hours. Flagpoles are now open. SRT is now closed. **SXD319 09/01/2019 08:41** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 Work Permits, 1 COPR, 2 Study Permits and 2 Visitor Records. All matters are of a flagpole nature. There is also an Immigration Enforcement examination in progress. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are de		
08/01/2019 13:24 \$1015489								no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 1 landings, 1 study permits, 1 request for visitor record and 1 immigration secondary, Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MXS873 08/01/2019 16:05** Immigration wait times are no longer over 2 hours. Flagpoles are now open. SRT is now closed. **SXD319 09/01/2019 08:41** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 Work Permits, 12 (OPR), 2 Study Permits and 2 (Visitor Records. All matters are of a flagpole nature. There is also an Immigration Enforcement examination in progress. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are		
	9 1 Southern Ontario	Niagara District	Rainbow Bridge	TPF120	no	905-354-679	4 no	no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 1 landings, 1 study permits, 1 request for visitor record and 1 Immigration secondary. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MXS873 08/01/2019 16:05** Immigration wait times are no longer over 2 hours. Flagpoles are now open. SRT is now closed. **SXD319 09/01/2019 08:41** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 Work Permits, 1 COPR, 2 Study Permits and 2 Visitor Records. All matters are of a flagpole nature. There is also an Immigration Enforcement examination in progress. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are de		
08/01/2019 13:24 \$1015489 09/01/2019 08:37 \$1015501	9 1 Southern Ontario	Niagara District			no		4 no	no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 1 landings, 1 study permits, 1 request for visitor record and 1 immigration secondary, Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MXS873 08/01/2019 16:05** Immigration wait times are no longer over 2 hours. Flagpoles are now open. SRT is now closed. **SXD319 09/01/2019 08:41** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 Work Permits, 12 (OPR), 2 Study Permits and 2 (Visitor Records. All matters are of a flagpole nature. There is also an Immigration Enforcement examination in progress. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are		

											1	**SXD319 10/01/2019 08:54** The wait time for service at the Immigration Counter at the		Immigration Wait Time Exceeds 2 Hours
														immigration wait time exceeds 2 Hours
						- 1						Rainbow Bridge has exceeded two hours. The workload presently consists of 16 Work		
						1						Permits and 1 COPR. All matters are of a flagpole nature Immigration cases are being dealt		
												with using a risk-based triage system with attention being paid to high risk		
												cases/enforcement matters, while continuing to process the facilitation stream.		
												Management is actively engaged in monitoring the wait time, counselling clients, and		
												assigning priority to cases. We will process all clients who are in our queue, but new cases		
												that arrive will be deferred and allowed to proceed on their current status where applicable.		
												Clients are being counselled to apply online through IRCC for processing of facilitative		
												documentation. This SRT will be updated once our Immigration volumes are decreased and		
												we begin providing service for 'flagpole' cases. **SXD319 10/01/2019 17:30** Flagpole		
40/04/0040 00 50		40	L		0,0000	005 054 5754						Processing resumed at 1600 hrs when the Immigration Wait Time fell below 2 hours No		
10/01/2019 08:53	\$1015517	1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319 no	905-354-6754	no r	no no	n	10	no	further updates. SRT closed	No	
												MLC137 15/01/2019 08:17 The wait time for service at the Immigration Counter at the		Immigration Wait Time is over 2 Hours
				l l								Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for		
												work permits, 4 landings, and 1 student permit record. All matters are of a flagpole nature.		
								1				Immigration cases are being dealt with using a risk-based triage system with attention being		
								1						
								1				paid to high risk cases/enforcement matters, while continuing to process the facilitation		
												stream. Management is actively engaged in monitoring the wait time, counselling clients,		
				1 1				1				and assigning priority to cases. We will process all clients who are in our queue, but new		
	1	1	1								1	cases that arrive will be deferred and allowed to proceed on their current status where		
	1	1	1								1			
	1	1	1								1	applicable. Clients are being counselled to apply online through IRCC for processing of		
	1	1	1								1	facilitative documentation. This SRT will be updated once our Immigration volumes are		
									- 1		1	decreased and we begin providing service for 'flagpole' cases.		
15/01/2019 08:14	S1015570	1 Southern Ontario	Niagara District	Rainbow Bridge	MLC137 no	905-354-6754	no In	no Ino	l _n	10	no		No	
,,,,,,,,,,						1-03-03-1-07-04	- I	110			1	**MPC125 17/01/2019 08:26** The wait time for service at the Immigration Counter at the	_	Flag Poles Closed
	1		1								1			riag roles Closed
	1		1			1	I				1	Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for		
						1			- 1		1	work permits, 4 landings and 4 visitor records. Immigration cases are being dealt with using		
						1			- 1		1	a risk-based triage system with attention being paid to high risk cases/enforcement matters,		
												while continuing to process the facilitation stream. Management is actively engaged in		
				1 1				1				monitoring the wait time, counselling clients, and assigning priority to cases. We will process		
												all clients who are in our queue, but new cases that arrive will be deferred and allowed to		
												proceed on their current status where applicable. Clients are being counselled to apply		
						- 1						online through IRCC for processing of facilitative documentation. This SRT will be updated		
												once our Immigration volumes are decreased and we begin providing service for 'flagpole'		
				1 1				1				cases. **MPC125 17/01/2019 11:02** Flagpoles are now under 2 hour wait time; as of 1100		
												hours flagpoles are reopen at the Rainbow Bridge		
17/01/2019 08:23	\$1015602	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	905-354-6548	no Ir	no Ino	l _n	10	no	Thousand poles are respect at the number strage	No	
17/01/2015 00:25	31013002	1 Southern Ontario	14luguru District	Hambow Bridge	IVII CIES III	303 334 0340	110	10		10	1110	**AXW012 17/01/2019 15:42** The wait time for service at the Immigration Counter at the	140	Immigration wait time exceeds 2 hours
				1 1				1						immigration wait time exceeds 2 nours
				1 1				1				Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for		
												work permits, 1 landings, 1 visitor records and 1 study permit. All matters are of a flagpole		
												nature. Immigration cases are being dealt with using a risk-based triage system with		
				1 1				1						
												attention being paid to high risk cases/enforcement matters, while continuing to process the		
				1 1				1				facilitation stream. Management is actively engaged in monitoring the wait time, counselling		
				1 1				1				clients, and assigning priority to cases. We will process all clients who are in our queue, but		
												new cases that arrive will be deferred and allowed to proceed on their current status where		
				1 1				1						
				1 1				1				applicable. Clients are being counselled to apply online through IRCC for processing of		
												facilitative documentation. This SRT will be updated once our Immigration volumes are		
1	1		1			1	I				1	decreased and we begin providing service for 'flagpole' cases. **TPF120 17/01/2019 20:46**		
	1		1			1	I				1	Immigration weight time is now under two hours, and the processing of flagpole clients has		
17/01/2019 15:39	C101ECOO	1 Southern Ontario	Niagara District	Rainbow Bridge	AXW012 no	905-354-6754							No.	
17/01/2019 15:39	21012603	1 Southern Ontario	iviagara District	Kainbow Bridge	AXWU1Z NO	905-354-6754	no r	io no	n	IU	no	resumed. This closes the SRT.	INO	+
											1	**WPH000 22/01/2019 08:21** The wait time for service at the Immigration Counter at the		Immigration wait time has exceeded two hours at Rainbow Bridge.
1	1		1								1	Rainbow Bridge has exceeded two hours. The workload presently consists of 17 requests for		
											1	work permits, 3 landings, and 1 study permit. All matters are of a flagpole nature.		
											1			
	1		1								1	Immigration cases are being dealt with using a risk-based triage system with attention being		
	1		1			1			- 1		1	paid to high risk cases/enforcement matters, while continuing to process the facilitation		
	1		1								1	stream. Management is actively engaged in monitoring the wait time, counselling clients,		
	1		1			1					1	and assigning priority to cases. We will process all clients who are in our queue, but new		
	1		1								1			
	1 1		1			1					1	cases that arrive will be deferred and allowed to proceed on their current status where		
	1		1			1					1	applicable. Clients are being counselled to apply online through IRCC for processing of		
											1	facilitative documentation. This SRT will be updated once our Immigration volumes are		
	1		1			1					1	decreased and we begin providing service for 'flagpole' cases. **TPF120 22/01/2019 14:05**		
											1			
22 /04 /2040 05 77		4			Luguese	005 054					1	Immigration weight time is now under two hours, and the processing of flagpole clients has		
22/01/2019 08:20	51015678	1 Southern Ontario	Niagara District	Rainbow Bridge	WPH000 no	905-354-6754	no r	no no	n	10	no	resumed. This closes the SRT.	NO	
												TPF120 22/01/2019 15:28 The wait time for service at the Immigration Counter at the		Immigration Wait Time Exceeds Two Hours at Rainbow Bridge
	1					1					1	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for		
			1			1			- 1		1			
						1					1	work permits, 1 landings, and 4 Immigration secondary exams. Immigration cases are being		
			1	1		1	I		- 1		1	dealt with using a risk-based triage system with attention being paid to high risk		
								I .			1	cases/enforcement matters, while continuing to process the facilitation stream.		
								I						
												Management is actively engaged in monitoring the wait time, counselling clients, and		
												Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases		
												Management is actively engaged in monitoring the wait time, counselling clients, and		
												Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable.		
												Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative		
22/01/2019 15:27		1 Southern Ontario		Rainbow Bridge	TPF120 no	905-354-6754						Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable.		

													TPF120 23/01/2019 12:10 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for		Immigration Service Time exceeds two hours
													work permits, 1 landings, 1 study permits, and 2 refugees underway. We currently have		
													limited resources available to process the facilitation documents. Immigration cases are		
													being dealt with using a risk-based triage system with attention being paid to high risk		
													cases/enforcement matters, while continuing to process the facilitation stream.		
													Management is actively engaged in monitoring the wait time, counselling clients, and		
													assigning priority to cases. We will process all clients who are in our queue, but new cases		
													that arrive will be deferred and allowed to proceed on their current status where applicable.		
													Clients are being counselled to apply online through IRCC for processing of facilitative		
													documentation. This SRT will be updated once our Immigration volumes are decreased and		
													we begin providing service for 'flagpole' cases. **TPF120 23/01/2019 14:22** Immigration		
													weight time is now under two hours, and the processing of flagpole clients has resumed.		
23/01/2019 12:05	S1015703	1 Southern Ontario	Niagara District	Rainbow Bridge	T	PF120 no	905-354-6754	no	no	no	no	no	This closes the SRT.	No	
													AXW012 24/01/2019 11:44 The wait time for service at the Immigration Counter at the		Immigration wait time exceeds 2 hours
													Rainbow Bridge has exceeded two hours. The workload presently consists of 11 requests for		
													work permits and 6 landings. All matters are of a flagpole nature. Immigration cases are		
													being dealt with using a risk-based triage system with attention being paid to high risk		
													cases/enforcement matters, while continuing to process the facilitation stream.		
													Management is actively engaged in monitoring the wait time, counselling clients, and		
													assigning priority to cases. We will process all clients who are in our queue, but new cases		
													that arrive will be deferred and allowed to proceed on their current status where applicable.		
													Clients are being counselled to apply online through IRCC for processing of facilitative		
													documentation. This SRT will be updated once our Immigration volumes are decreased and		
													we begin providing service for 'flagpole' cases. **BJR000 24/01/2019 16:12** Immigration		
			l.,,		I I.								wait time is now under 2 hours. We have resumed accepting flagpole applications. Please	l	
24/01/2019 11:42	51015719	1 Southern Ontario	Niagara District	Rainbow Bridge	I A	XW012 no	905-354-6754	no	no	no	no	no	consider this SRT now closed.	No	